

# BlackBerry Enterprise Server for Microsoft Exchange

Version: 5.0 | Service Pack: 3

## Release Notes





# Contents

<b>1 Document revision history.....</b>	<b>3</b>
<b>2 What's new in BlackBerry Enterprise Server 5.0 SP3.....</b>	<b>4</b>
<b>3 Fixed in this release.....</b>	<b>8</b>
Activation fixed issues.....	8
BlackBerry Administration Service fixed issues.....	8
BlackBerry Attachment Service fixed issues.....	15
BlackBerry Configuration Database fixed issues.....	16
BlackBerry Configuration Panel fixed issues.....	16
BlackBerry Dispatcher fixed issues.....	16
BlackBerry Enterprise Trait Tool fixed issues.....	17
BlackBerry Mail Store Service fixed issues.....	17
BlackBerry MDS Connection Service fixed issues.....	17
BlackBerry Messaging Agent fixed issues.....	18
BlackBerry Monitoring Service fixed issues.....	19
BlackBerry Policy Service fixed issues.....	21
BlackBerry Web Desktop Manager fixed issues.....	21
Logging fixed issues.....	22
Organizer data synchronization fixed issues.....	22
Performance fixed issues.....	22
Security fixed issues.....	23
Setup application fixed issues.....	23
BlackBerry Collaboration Service fixed issues.....	24
Wireless calendar synchronization fixed issues.....	25
<b>4 Known issues.....</b>	<b>26</b>
Activation known issues.....	26
BlackBerry Client for IBM Lotus Sametime known issues.....	26
BlackBerry Client for use with Microsoft Office Communications Server 2007 known issues.....	26
BlackBerry Administration Service known issues.....	27
BlackBerry Attachment Service known issues.....	38
BlackBerry Collaboration Service known issues.....	39
BlackBerry Configuration Database known issues.....	39
BlackBerry Configuration Panel known issues.....	40
BlackBerry Controller known issues.....	41
BlackBerry Desktop Software known issue.....	41
BlackBerry Dispatcher known issues.....	41

BlackBerry Enterprise Server Alert Tool known issues.....	42
BlackBerry Mail Store Service known issues.....	42
BlackBerry MDS Connection Service known issues.....	42
BlackBerry Messaging Agent known issues.....	45
BlackBerry Monitoring Service known issues.....	49
BlackBerry Policy Service known issues.....	53
BlackBerry Router known issues.....	54
BlackBerry Synchronization Service known issues.....	55
BlackBerry Web Desktop Manager known issues.....	55
Logging known issues.....	55
Organizer data synchronization known issues.....	56
Performance known issues.....	57
Security known issues.....	58
Setup application known issues.....	61
SNMP known issues.....	67
Upgrade process known issues.....	68
Wireless calendar synchronization known issues.....	73
<b>5 Provide feedback.....</b>	<b>75</b>
<b>6 Legal notice.....</b>	<b>76</b>

# Document revision history

1

Date	Description
11 March 2011	Initial version
19 April 2011	Updated the following topics: <ul style="list-style-type: none"><li>• BlackBerry Administration Service fixed issues</li><li>• BlackBerry Messaging Agent fixed issues</li><li>• BlackBerry Administration Service known issues</li><li>• BlackBerry Messaging Agent known issues</li><li>• Security known issues</li><li>• Upgrade process known issues</li></ul>
27 April 2011	Updated the following topic: What's new in BlackBerry Enterprise Server 5.0 SP3
6 June 2011	Updated the following topics: <ul style="list-style-type: none"><li>• BlackBerry Administration Service fixed issues</li><li>• BlackBerry Administration Service known issues</li><li>• BlackBerry Attachment Service known issues</li><li>• BlackBerry MDS Connection Service known issues</li><li>• BlackBerry Messaging Agent known issues</li><li>• Logging known issues</li><li>• Performance known issues</li><li>• Setup application known issues</li><li>• Upgrade process known issues</li><li>• Wireless calendar synchronization known issues</li></ul>

# What's new in BlackBerry Enterprise Server 5.0 SP3

2

Feature	Description
BlackBerry® Device Software updates	<p>The BlackBerry® Enterprise Server includes the following enhancements to the software update process:</p> <ul style="list-style-type: none"><li>• administrators can make software updates optional for BlackBerry device users</li><li>• users have the option to rollback an optional software update</li></ul>
Support for additional instant messaging servers	<p>The BlackBerry Enterprise Server is designed to support the following instant messaging servers:</p> <ul style="list-style-type: none"><li>• Microsoft® Office Communications Server 2007 R2</li><li>• Microsoft® Lync™ Server 2010</li></ul>
Enhancements to media file downloads	<p>The default settings for media file downloads changed to allow users to download larger amounts of content using the BlackBerry® Browser or an HTTP connection using the BlackBerry MDS Connection Service.</p>
Enhancements to highly secure messaging	<p>Users that have S/MIME encryption enabled on their devices can send or forward email messages that contain attachments in signed, encrypted, or signed and encrypted format.</p> <p>This feature will be supported in an upcoming release of BlackBerry Device Software.</p>
Enhancements to the BlackBerry Administration Service	<p>The BlackBerry Administration Service includes the following enhancements:</p> <ul style="list-style-type: none"><li>• ability for you to delete only work data from BlackBerry devices</li><li>• two new permissions that allow you to delete data from devices: "Delete all device data and remove device" and "Delete only the organization data and remove device permissions" (the "Edit a device" permission no longer permits you to delete all device data)</li><li>• option for you to delete or disable a user account from the BlackBerry Enterprise Server after you delete only work data or all data from devices</li><li>• option for the BlackBerry Administration Service to automatically select and authenticate with proxy servers</li><li>• improved search results including additional user information and the option to sort and move columns for a customized display</li></ul>

Feature	Description
	<ul style="list-style-type: none"> <li>option to export the data from the user search results into a .csv file</li> </ul>
Enhancements to the online help for BlackBerry Administration Service and BlackBerry® Web Desktop Manager	<p>The online help for the BlackBerry Administration Service and BlackBerry Web Desktop Manager is now available on the web. It includes the following enhancements:</p> <ul style="list-style-type: none"> <li>Improved search capabilities</li> <li>Search function for the Japanese language</li> <li>Reorganized content</li> <li><i>BlackBerry Enterprise Server Policy Reference Guide</i> information</li> <li>Easier navigation</li> </ul>
Calendar synchronization process is enabled by default	<p>The calendar synchronization process allows you to find and correct differences between the calendar entries on devices and the calendar entries on users' computers.</p>
Support for assigning additional configurations to groups	<p>You can assign VPN profiles and Wi-Fi® profiles to groups using the same method that you use to assign IT policies, software configurations, and roles to groups.</p>
Enhancement to logging	<p>By default, the logging level for deployment jobs is increased to debug to help you more easily identify, diagnose, and solve issues with incomplete jobs.</p>
JDBC driver upgrade	<p>The JDBC driver that BlackBerry Enterprise Server components use to connect to the BlackBerry Configuration Database is upgraded to version 2.0 for the BlackBerry Administration Service, and to version 3.0 for the BlackBerry MDS Connection Service.</p>
New IT policy rules	<p>For information about new IT policy groups and IT policy rules, see the <i>BlackBerry Enterprise Server Policy Reference Guide</i>.</p>
New application control policy rule	<p>A new application control policy rule named "Is access to the corporate data API allowed" specifies whether a third-party application or an add-on application developed by Research In Motion® can access work data on a device.</p>
New traits	<p>The BlackBerry Enterprise Trait Tool includes the following new traits:</p> <ul style="list-style-type: none"> <li>PolicyEnterpriseWipeCommandOrderTraitType</li> <li>BASIsProxyWPADOptionEnabled</li> <li>BASNumberOfAdditionalWiredApplicationsToIncludeInACP</li> <li>BASProxyBasicAuthUID</li> <li>BASProxyBasicAuthPassword</li> </ul>

Feature	Description
	<ul style="list-style-type: none"> <li>• EWSDomain</li> <li>• EWSPassword</li> <li>• EWSServiceAccount</li> <li>• MaxDomainSlowSyncsPerMin</li> <li>• MaxSyncServerSlowSyncsPerMin</li> <li>• MaxSyncServerSlowSyncsInProcess</li> <li>• MaxPollCycleCountForHungSlowSync</li> <li>• MaxPollCycleCountForNoResponseToSlowSync</li> <li>• NumberOfUserTargetTypeForSlowSyncInParallel</li> <li>• SlowSyncPollCycleInterval</li> </ul> <p>For more information about new traits, see the <i>BlackBerry Enterprise Server Administration Guide</i>.</p>
Changes to the BlackBerry Configuration Database schema	The changes to the BlackBerry Configuration Database schema for BlackBerry Enterprise Server 5.0 SP3 are summarized in the UpgradeV99990101.sql file in the installation folder.
Support for Microsoft® Office 2010 file attachments	The BlackBerry Enterprise Server is designed to support Microsoft Office 2010 file attachments in messages.
Support for Microsoft® Hyper-V® Server 2008 R2	The BlackBerry Enterprise Server is designed to support the Microsoft Hyper-V Server 2008 R2 virtualization platform.
Discontinued BlackBerry MDS Integration Service	The BlackBerry MDS Integration Service is no longer in production. If you installed the BlackBerry MDS Integration Service, you must remove it before you can upgrade to the latest BlackBerry Enterprise Server version. For more information, see the <i>BlackBerry Enterprise Server Upgrade Guide</i> .
End of support for Microsoft® SQL Server® 2000	<p>The BlackBerry Enterprise Server no longer supports Microsoft SQL Server 2000 and MSDE.</p> <p>If the installer detects Microsoft SQL Server 2000 or MSDE, the setup application displays a warning message and you cannot continue to install or upgrade the BlackBerry Enterprise Server until you upgrade the database server.</p>
Upgrade support	<p>You can upgrade the BlackBerry Enterprise Server to 5.0 SP3 from any of the following versions:</p> <ul style="list-style-type: none"> <li>• BlackBerry Enterprise Server 4.1 SP7</li> <li>• BlackBerry Enterprise Server 5.0</li> <li>• BlackBerry Enterprise Server 5.0 SP1</li> </ul>

Feature	Description
	<ul style="list-style-type: none"><li>• BlackBerry Enterprise Server 5.0 SP2</li></ul> <p>To upgrade the BlackBerry Enterprise Server to 5.0 SP3 from a version that is not listed above, you must first upgrade to one of the versions listed above.</p>

# Fixed in this release

3

## Activation fixed issues

When you tried to activate a BlackBerry® device running BlackBerry® Device Software 5.0 or later with the synchronization type of the Organizer data folder list to **Device to server**, the activation process stopped at 11%. (DT 815305)

After the BlackBerry® Enterprise Server activated a new user, it did not send timezone records to the device. (DT 616535)

## BlackBerry Administration Service fixed issues

If you configured a BlackBerry® Administration Service pool, in certain circumstances, one of the BlackBerry Administration Service instances would stop processing messages, and the BlackBerry Administration Service pool no longer performed as expected. (DT 1055331)

The BlackBerry Administration Service did not stop trying to send invalid notifications, which generated large log files, caused performance issues, and prevented administrators from logging in. (DT 993127)

In an environment that included a large number of users and applications, the BlackBerry Administration Service reconciled tasks slower than expected. (DT 980881)

If the BlackBerry Administration Service generated and queued a large number of tasks and the BlackBerry Administration Service instance that started processing the tasks stopped, the processing took longer than expected until the instance started again. (DT 968146)

In earlier releases of BlackBerry® Enterprise Server, for optimal performance, you could only install 4 BlackBerry Administration Service instances in a pool. (DT 900359)

An issue existed in the BlackBerry Administration Service whereby proxy access configurations were not appropriately encoded when stored in the database. (DT 894703)

If you applied the Disallow Third Party Application Downloads IT policy rule to a BlackBerry device, the BlackBerry Administration Service created a job task to remove existing third-party and RIM add-on applications associated with software configurations from the device. (DT 890899)

When you installed Microsoft® Office Communications Server 2007 R2 or Microsoft® Lync™ Server, and navigated to **BlackBerry Solution topology > Component view > Collaboration**, the BlackBerry Administration Service listed IBM® Lotus® Sametime® as the component name in the **Instance information** section. (DT 890401)

If the BlackBerry Administration Service had a large number of jobs to process after the 5 minute timeout elapsed, the BlackBerry Administration Service might not have processed all of the jobs. (DT 887734)

When you upgraded the BlackBerry® Enterprise Server software, the BlackBerry Administration Service deleted application control policies that did not have an English locale name. (DT 863816)

When you moved a user from one BlackBerry Enterprise Server to another within a BlackBerry Domain, the BlackBerry Administration Service would needlessly push applications that were previously pushed wirelessly to the user's device before the user was moved. (DT 857857)

In some circumstances when you issued a "Delete all device data and disable device" command to a user's device and then the user activated a new device before the original device acknowledged the command, the BlackBerry Administration Service disabled the user's new device after an hour. (DT 836520)

For a BlackBerry Enterprise Server that was installed on Windows Server® 2008 R2, if you installed the Microsoft security update for KB 979683 (MS10-021), you could not use the BlackBerry Administration Service. (DT 786855)

When you configured integrated Microsoft® Active Directory® authentication, and the LDAP password was 32 characters or more, you could not access or configure the BlackBerry MDS Connection Service in the BlackBerry Administration Service. (DT 773809)

**Miscellaneous** and **Organization** role tabs appeared in the BlackBerry Administration Service, but these tabs could not be edited by an administrator account with the permissions to edit a role. (DT 762657)

If there were many Kerberos™ services in the environment, you might not have been able to log in to the BlackBerry Administration Service using Windows® authentication due to a request timeout. (DT 711491)

Due to an incorrect value in the BlackBerry Configuration Database, you might not have been able to delete users and the BlackBerry Administration Service log file included the following error message:  
" [org.hibernate.util.JDBCExceptionReporter] [ERROR] Violation of UNIQUE KEY constraint  
'IX\_HandheldConfig\_Name'. Cannot insert duplicate key in object 'dbo.HandheldConfig'" (DT 716329)

If you installed a new BlackBerry Enterprise Server instance and you imported the BlackBerry® Client Access License keys into the new BlackBerry Configuration Database using a database script instead of using the BlackBerry Administration Service or the setup application, administrative users might not have been able to log in to the new BlackBerry Administration Service. BlackBerry Enterprise Server 5.0 SP3 includes an auto-correction feature that allows you to import BlackBerry CAL keys into a BlackBerry Configuration Database directly using a database script. (DT 708890)

The BlackBerry Administration Service now prevents administrators from making changes beyond their intended permissions. (DT 704203)

If BlackBerry Administration Service instances in a pool experienced network connectivity issues, the BlackBerry Administration Service tried to reconnect ten times and then stopped trying to reconnect. When this issue occurred, the BlackBerry Administration Service did not complete subsequent dependent jobs and information was not reconciled to devices. (DT 690665)

If you set the Disposition application control policy rule to Required, pushed an application to a device, and then pushed an upgrade of the application to the device, the device could not install the application. The BlackBerry Administration Service displayed the "Device Reported a general failure installing the module" error message. (DT 690469, DT 643197)

If you installed a new BlackBerry Administration Service instance and selected an existing BlackBerry Configuration Database during the installation process, and the carrier name that was stored in the BlackBerry Configuration Database was long, the BlackBerry Administration Service did not permit you to manage shared drives or BlackBerry Device Software update bundles. (DT 689474)

If you upgraded from BlackBerry Enterprise Server 4.1.x to BlackBerry Enterprise Server 5.0 SP1 or later, IT policies that you assigned to users and groups might not have been transferred correctly. If multiple users belonged to a group in the 4.1.x environment, and you assigned IT policies to the individual user accounts and to the group, after the upgrade, the IT policies that used to be assigned to the users might have been assigned to the groups, and the IT policies that used to be assigned to the groups might have been removed. You might not have been able to assign a new IT policy to the group. (DT 689466)

In environments that involved network communication between two BlackBerry Administration Service instances, when a job task was completed, the status update might have failed. As a result, any dependant job tasks were not processed, causing an increasing number of reconciliation processes. (DT 681866)

On the **Instance information** tab for a BlackBerry Attachment Service instance, the **General** section listed **Document cache size (MB)** instead of the correct label, **Document cache size (number of documents)**. (DT 654416)

When you applied multiple IT policies to a user account and your organization included many users and groups, the reconciliation process might have taken longer than was expected and the BlackBerry Administration Service might have stopped responding. (DT 639176)

In certain circumstances, when you used the BlackBerry Enterprise Transporter bulk mode to move users from BlackBerry Enterprise Server 4.1 SP7 to 5.0 SP2, reconciliation job tasks stopped unexpectedly. (DT 638633)

In certain circumstances, the clock on the computer that hosted the BlackBerry Administration Service ran slowly. (DT 633701)

If a BlackBerry Enterprise Server administrator account had an administrative role with the **Edit a group** and **View a group** permissions restricted to one group only, that administrator could not add a new user account to a group immediately after adding the user account to the BlackBerry Enterprise Server. (DT 631033)

If you used the "Specify new device password and lock device" IT administration command, or the "Delete all device data and disable device" IT administration command, the audit records for the BlackBerry Enterprise Server did not indicate which user account you used the IT administration command on. (DT 625187)

In previous releases of the BlackBerry Enterprise Server, if you tried to move multiple user accounts to a different BlackBerry Enterprise Server, the BlackBerry Administration Service was not able to move the user accounts with pending deployment jobs. In BlackBerry Enterprise Server 5.0 SP3, when you try to move multiple user accounts to a different BlackBerry Enterprise Server, you are prompted to choose whether you want to move only the user accounts with no pending deployment jobs or if you want to stop any pending deployment jobs and move all of the user accounts. (DT 620767)

In certain circumstances, the BlackBerry Administration Service repeatedly wrote the following error message to its log file: "Violation of PRIMARY KEY constraint 'PK\_BASJobTaskDependencies'. Cannot insert duplicate key in object 'dbo.BASJobTaskDependencies'." (DT 617678)

If you configured a BlackBerry Administration Service pool and you restarted multiple BlackBerry Administration Service instances at a time, the BlackBerry Administration Service instances might not have identified a singleton and errors might have occurred. (DT 613238)

The BlackBerry Administration Service now performs additional sanitization of log output to ensure sensitive information is not recorded. (DT 610321)

In certain circumstances, if you pushed a software configuration out to a large number of users (for example, 2000), the BlackBerry Administration Service used more than its maximum of 670 threads and stopped unexpectedly with an out of memory error. (DT 608647)

When you accessed the BlackBerry Administration Service and the BlackBerry Monitoring Service in two different tabs in the same Windows® Internet Explorer® window, the BlackBerry Administration Service timed out. (DT 605059)

The BlackBerry Administration Service did not support searching for user accounts using the mailbox ID. As a result, if you used the BlackBerry Enterprise Server User Administration Tool, you could not search for user accounts by canonical name. (DT 604566)

If you tried to perform a task in the BlackBerry Administration Service that required a BlackBerry Mail Store Service to access a user account's mailbox, the operation would not complete successfully if the request was sent to a BlackBerry Mail Store Service that did not have the necessary permissions to access the user's mailbox. (DT 604343)

If you installed the BlackBerry Enterprise Server in a failover configuration, installed the BlackBerry database notification system, and activated a user account, reconciliation might not have worked and the following messages might have appeared in the BlackBerry Administration Service - Application Server log file:

(04/16 15:45:19:119):{WorkManager(2)-143} [org.hibernate.util.JDBCEExceptionReporter] [WARN] SQL Error: 8162, SQLState: S0002

(04/16 15:45:19:119):{WorkManager(2)-143} [org.hibernate.util.JDBCEExceptionReporter] [ERROR] The formal parameter "@IdIntCustom" was not declared as an OUTPUT parameter, but the actual parameter passed in requested output.

(04/16 15:45:19:135):{WorkManager(2)-143} [com.rim.bes.bas.BASEceptionStackInterceptor] [WARN] [BBAS-2007] {u=SystemUser, t=6584} Caught unhandled RuntimeException in org.jboss.ejb3.EJBContainerInvocation method clearReconciledSoftwareConfigurationForUserLocal - org.hibernate.exception.SQLGrammarException: could not delete: [com.rim.bes.bas.devicemanager.entity.HandheldConfigEntity#1] (DT 602227)

The BlackBerry Administration Service did not parse the .alx file in an application bundle correctly if the .alx file referenced the same directory more than once, and on separate lines. (DT 579943)

If you disabled IT policy amalgamation, created two IT policies, assigned the IT policies to groups, exported the IT policies, and then imported them to the same BlackBerry Enterprise Server, groups that were assigned the lower ranked IT policy had their IT policy removed, but groups that were assigned the higher ranked IT policy retained their IT policy. (DT 579795)

If you assigned a software configuration to a user account and then tried to view the user's configuration information in the BlackBerry Administration Service, you might have been logged out of the BlackBerry Administration Service. (DT 571423)

If you enabled IT policy amalgamation, created more than one custom IT policy, assigned the IT policies to groups, exported the IT policies, and then imported them to the same BlackBerry Enterprise Server, users who previously had an amalgamated IT policy appeared to have only one IT policy assigned, but the name of the one IT policy was the amalgamated IT policy name. (DT 568767)

When you configured the distribution settings for an IT policy to run every day at specific times (for example, 3:00 PM), and configured the default delay to be greater than the difference between the next distribution time and the current time (for example, the default delay was 15 minutes and the current time was 2:50 PM), the distribution job did not run until the next day. (DT 559148)

If you used the BlackBerry Administration Service to create an email message signature for a user account, the signature might have appeared slightly different in the user's email messages (for example, the signature might have included a extra blank line in the email message). (DT 545641)

If you upgraded from BlackBerry® Professional Software 4.1 SP4 to BlackBerry Enterprise Server 5.0 SP2, you might not have been able to log in to the BlackBerry Administration Service. (DT 544315, DT 544351, DT 544257)

When you imported an IT policy from an earlier version of the BlackBerry Enterprise Server, the BlackBerry Administration Service displayed the "The application has encountered a system error. Please report this error to the System Administrator" error message instead of the "The version of the import data does not match the current BlackBerry Administration Service version" error message. (DT 543638)

In the BlackBerry Administration Service, if you viewed the status of reconciliation events and refreshed the page in your web browser, the BlackBerry Administration Service might have generated a system error. (DT 535218)

You could not manage the synchronization of a user's private contacts folder if the user signed in to Microsoft® Outlook® Web Access for the first time while their web browser was configured for one of the following languages: Spanish, Italian, German, or Chinese. (DT 534941)

After you moved a user account from BlackBerry Enterprise Server 5.0 SP2 to BlackBerry Enterprise Server 5.0, if you tried to edit their organizer data settings, the BlackBerry Administration Service logged you out and the BlackBerry Administration Service wrote stack trace errors to the BlackBerry Administration Service - Application Server log file. (DT 532356)

If you sent a Set Owner Information command over the wireless network to a device, the event was not logged by the BlackBerry Administration Service. (DT 528724)

The **From** and **Sent To** fields were limited to 150 characters in the BlackBerry Administration Service when creating message filters. (DT 526699)

An issue in the BlackBerry Administration Service could have resulted in security feature misuse due to lack of secure credential handling. (DT 526157)

Multiple issues in the BlackBerry Administration Service could have resulted in potential Cross Site Scripting (XSS) and Cross Site Request forgery vulnerabilities. These issues are resolved by improved validation of URLs. (DT 525829)

In some circumstances, you could not push applications that relied on the vendor ID over the wireless network using the BlackBerry Enterprise Server. The BlackBerry Administration Service resolved only a hexadecimal value for the vendor ID. (DT 522454)

The BlackBerry Administration Service displayed an exception error if the body of a custom activation message began with a plus (+) sign. (DT 520133)

After you installed BlackBerry Enterprise Server 5.0 SP1 with the BlackBerry Collaboration Service for Microsoft® Office Communications Server 2007, the BlackBerry Administration Service displayed that the BlackBerry Collaboration Service for Microsoft® Office Live Communications Server 2005 was installed instead. (DT 513156)

If you had set the **BlackBerry Device Software deployment managed by BlackBerry Administration Service** option to **Yes**, when you upgraded the BlackBerry Enterprise Server, the current settings in the Default IT Policy returned to the original default settings. (DT 508621)

When you exported summary data for a large number of user accounts using the BlackBerry Administration Service, the transaction time limit might have been exceeded, which prevented the action from completing successfully. (DT 508049)

The EJB3 remote connection functionality that is part of JBoss® Web Server now correctly applies specified cipher restrictions. (DT 507404)

If you configured database mirroring and the mirror BlackBerry Configuration Database did not use port number 1433, the BlackBerry Enterprise Server could not connect to the mirror BlackBerry Configuration Database. (DT 504239, DT 501985)

The BlackBerry Administration Service could not manage user accounts that were duplicated in the BlackBerry Configuration Database. (DT 501446)

An insufficient permissions error was displayed in the BlackBerry Administration Service log file if you attempted to log in to the BlackBerry Administration Service using an administrator account that had a customized role that did not have the View Instance permission turned on. (DT 496896)

If you accessed the BlackBerry Administration Service in a language other than English using Mozilla® Firefox® or Safari, the information in the **Status** section on the home page of the BlackBerry Administration Service appeared in English. (DT 495829)

If your organization created a customized administrator role that allowed administrators to view and modify only a specific group, the administrator could not view the available group when trying to add a user account to the group. (DT 488200, DT 488201)

When you sent a "Delete all device data and disable device" IT administration command to certain devices, the BlackBerry Administration Service closed. (DT 482771)

The description for the Enterprise Administrator role in the BlackBerry Administration Service stated that the enterprise administrator had all rights as a security administrator, except that the enterprise administrator could only view role assignments. (DT 482257)

The BlackBerry Administration Service cached administration permissions, allowing for stale permission application. (DT 479462)

If the **Allow user wireline activation** field was set to **No** on the **BlackBerry Web Desktop Manager Information** tab in the BlackBerry Administration Service, you could not activate a device using the BlackBerry Administration Service. (DT 461923)

The setting for the Microsoft® Word 2007 distiller was displayed incorrectly in the BlackBerry Administration Service after upgrading from BlackBerry Enterprise Server versions 4.1 SP6 MR5 and 4.1 SP4 MR1. (DT 459538)

The audit scripts for the BlackBerry Administration Service did not log when a group was created or the group name changed. (DT 444932)

An issue in the BlackBerry Administration Service where anonymous ciphers were supported could have led to weak or no access control on communications channels. Support for anonymous ciphers has been removed from the BlackBerry Administration Service configuration. (DT 410053)

When using multiple tabs in Windows Internet Explorer 7 to access the BlackBerry Administration Service, the information you typed in one tab might have appeared in another tab. (DT 387664)

You could not send PIN or email messages from the BlackBerry Administration Service without populating both the **Message subject** and **Message body** fields. (DT 266040)

When you attempted to view resolved applications for a user account, in certain circumstances, the BlackBerry Administration Service displayed an error message. (DT 262643)

In some circumstances, the **Current Carrier** field in the BlackBerry Administration Service displayed the local carrier instead of the home carrier network. (DT 242867)

## BlackBerry Attachment Service fixed issues

In certain circumstances, the BlackBerry® device did not display a Microsoft® PowerPoint® document correctly. (DT 973369, SDR 336357)

After you upgraded the BlackBerry® Enterprise Server from 4.1 SP7 to 5.0 SP3, devices could not open attachments and displayed the “Attachment server cannot be found” error message. (DT 900990)

You could not view all columns of a Microsoft® Excel® spreadsheet on a device that contained Chinese characters if you saved the file using Microsoft Office® 2003. (DT 625814)

When you installed a BlackBerry Enterprise Server without a BlackBerry Attachment Service, installed the BlackBerry Attachment Service on a remote computer, and configured the BlackBerry Attachment Service to connect to the BlackBerry Attachment Connector on the BlackBerry Enterprise Server, the BlackBerry Attachment Service could not connect to the BlackBerry Attachment Connector on the BlackBerry Enterprise Server, and the “An unknown error was encountered” error message displayed on the BlackBerry device when a user was viewing email messages with attachments. (DT 543151)

When browsing a Microsoft PowerPoint presentation using BlackBerry Attachment Service 5.0 SP1, the page numbers of the file appeared incorrectly on the device. (DT 361272)

When users viewed .pptx files on their devices, the background colors might not have displayed properly. (DT 280165)

## BlackBerry Configuration Database fixed issues

When you created a database, the log files incorrectly displayed "problem opening file" error messages. (DT 797299)

The BlackBerry® Enterprise Server was updated to use the caching and reuse prepared statements in the BlackBerry Configuration Database so that it can start running sooner. (DT 785483)

When you ran NotifyMasterInstall.sql to install the BlackBerry database notification system, the script may have generated warning messages or error messages. (DT 608509, DT 509823)

If you upgraded the BlackBerry Enterprise Server, the presence of orphaned records caused database upgrade errors. (DT 506477)

The BlackBerry Enterprise Server could not connect to a mirrored BlackBerry Configuration Database in the event of a failover if the Microsoft® SQL Server® was running in a non-standard port (for example, port 1424). For more information, visit [http://msdn.microsoft.com/en-us/library/ms366348\(SQL.90\).aspx](http://msdn.microsoft.com/en-us/library/ms366348(SQL.90).aspx). (DT 501985)

## BlackBerry Configuration Panel fixed issues

When the BlackBerry® Controller was installed, the **Logging** tab appeared in the BlackBerry Configuration Panel. The **Logging** tab should not have appeared when the BlackBerry Controller was installed because you configure logging in the BlackBerry Administration Service. (DT 513174)

If you changed the Certification Authority certificate using the BlackBerry Configuration Panel, incorrect encoding of a registry entry could have prevented the BlackBerry Administration Service from restarting successfully. (DT 477478)

## BlackBerry Dispatcher fixed issues

If you configured a BlackBerry® Enterprise Server pair and the standby BlackBerry Enterprise Server connected to two BlackBerry Collaboration Service instances, when the first BlackBerry Collaboration Service became unavailable, the standby BlackBerry Enterprise Server instance did not promote the connection to the second BlackBerry Collaboration Service. (DT 641661)

When a BlackBerry Enterprise Server service tried to connect to the BlackBerry Dispatcher, if the required port (3200) was not available, you had to restart the BlackBerry Enterprise Server to restore functionality. (DT 489087)

The APB engine looped if it was unable to write to a hard drive. As a result, a high amount of hard drive and CPU resources were used. (SDR 207982)

## BlackBerry Enterprise Trait Tool fixed issues

In previous releases, the BlackBerry® Enterprise Trait Tool did not include traits that permitted you to throttle the BlackBerry Synchronization Service. (DT 745561)

The BlackBerry Enterprise Trait Tool could not be run at the group level. In previous versions of the BlackBerry® Enterprise Server, the BlackBerry Enterprise Trait Tool had to be run at the domain level or manually against individual user accounts. (DT 455123)

## BlackBerry Mail Store Service fixed issues

The BlackBerry® Mail Store Service did not use the correct columns in the BlackBerry Configuration Database to determine computer names and instance names. (DT 625895)

## BlackBerry MDS Connection Service fixed issues

If you configured the application.handler.http.tracking.whitelist property in the rimpublish.properties file, the BlackBerry® MDS Connection Service used up all the computer memory and crashed. (DT860703)

If you configured an untrusted HTTPS connection to a specific URL, the BlackBerry device displayed the "Access Denied: Insecure SSL" error message when the user attempted to access it. (DT 872254)

If a user tried to browse to WML pages that included invalid WML using the BlackBerry® Browser on a device, the device displayed an HTTP 500 error message. (DT 489855)

If a page set a cookie, the BlackBerry MDS Connection Service did not pass the cookie on to any other pages. (DT 486192)

The Via header that the BlackBerry MDS Connection Service sent to the device did not include protocol information and did not comply with RFC 1616. (DT 391707)

## BlackBerry Messaging Agent fixed issues

In a Microsoft® Exchange 2010 environment with a lot of activity, the BlackBerry® Enterprise Server might take longer than expected to send email messages to the device. For more information about managing the BlackBerry Enterprise Server performance, see the *BlackBerry Enterprise Server Installation and Configuration Guide*. (DT 1006793)

If a global catalog server stopped responding, MAPI returned the error "0x80040200 (MAPI\_E\_END\_OF\_SESSION)" to the BlackBerry Enterprise Server. (DT 785495)

If your organization used MFCMAPI and a user deleted an email message from Microsoft® Outlook®, the message was not deleted from the device. (DT 731670)

If you configured the BlackBerry Enterprise Server to search for email addresses using LDAP, the search results could return the GUID of distribution lists, instead of the display name. (DT 719963)

If you installed the BlackBerry Enterprise Server on Windows Server® 2008, turned on the User Account Control option, and then created a user account in the BlackBerry Administration Service, the BlackBerry Messaging Agent could not start the user account. (DT 691096)

If a user sent an email message from the BlackBerry device and then flagged the email message for follow up in Microsoft Outlook, the email message was duplicated on the device. (DT 604997)

An issue existed in the use of wireless folder management in the BlackBerry Enterprise Server software that could have resulted in a Denial of Service. (DT 560509)

In certain circumstances, when a user received an invitation for a recurring meeting, the invitation appeared on the device as an email message instead of a meeting invitation and the user could not accept or decline the invitation. The invitation appeared correctly in Microsoft Outlook. (DT 559643)

When a user received an email message in Korean, the email message body did not contain the correct Korean characters and was unreadable. The email message was correct in Microsoft Outlook. (DT 540384)

An issue in the BlackBerry Enterprise Server HTML message processing could have resulted in service disruption. (DT 502174)

If you changed a user's name in Microsoft® Active Directory® or if you reloaded a user, contact list lookups on the device returned the contacts' default properties only. (SDR 303397)

After an administrator moved a user account to another Microsoft® Exchange Server, in certain circumstances, the search folders in Microsoft® Exchange did not perform as expected. The BlackBerry Enterprise Server could not process the scenario successfully and a device might not have performed as expected. (SDR 301097)

The BlackBerry Messaging Agent did not support dynamic distribution lists with LDAP enabled. As a result, if users performed contact list lookups using their devices, the lookups did not find dynamic distribution lists. (SDR 284099)

When using a device that was running BlackBerry® Device Software version 4.5 or later, if a user received an email message that contained two or more attachments, and the user attempted to upload the attachments on a device using the attachment conversion service in the Cerience RepliGo™ Server, the upload operation stopped responding. (SDR 282959)

In certain circumstances, an exception occurred when the BlackBerry Messaging Agent attempted to perform a health check. (SDR 267488)

When synchronizing a calendar entry change from a device to the email application on the user's computer, the BlackBerry Enterprise Server might have taken longer than expected to query the calendar entry. (SDR 220063)

The BlackBerry Messaging Agent might have processed duplicate items in the mailbox's folder list. As a result, the BlackBerry Messaging Agent might not have delivered messages to users, or it might have delivered duplicate messages to users, causing increased amounts of message traffic. (SDR 190920)

When processing an update to a recurring meeting, the BlackBerry Enterprise Server searched for exceptions and exclusions. If a recurring meeting included a large number of exceptions and exclusions, the CalHelper process might have timed out. (SDR 183179, SDR 183169)

## BlackBerry Monitoring Service fixed issues

If you installed the BlackBerry® Enterprise Server, the BlackBerry Administration Service, the BlackBerry Collaboration Service, and the BlackBerry Monitoring Service on the same computer, a BMSConnectException error message was reported in the log file for the BlackBerry Attachment Service. (DT 888133)

If you installed the BlackBerry Monitoring Service as a remote component, a memory leak in the appsvc.exe and enginesvc.exe processes caused the computer to stop responding. (DT 799163)

If you installed the BlackBerry Monitoring Service on a virtual machine that runs the 32-bit or 64-bit version of Windows Server® 2008, a memory leak in the appsvc.exe process caused the virtual machine to stop responding. (DT 761232)

When attempting to access the BlackBerry Monitoring Service using a BlackBerry device, the full version of the BlackBerry Monitoring Service was displayed on the device if the number of user accounts on a BlackBerry Enterprise Server had exceeded the license limit. (DT 731897)

When attempting to access the BlackBerry Monitoring Service using a BlackBerry device running BlackBerry® 6, the full version of the BlackBerry Monitoring Service was displayed on the device. (DT 729066)

If you did not use port 1433 for the BlackBerry Monitoring Service database, the BlackBerry Monitoring Service could not connect to it. (DT 685531)

The BlackBerry Monitoring Service increased its usage of computer memory over 72 hours until the computer stopped responding. (DT 647219)

If a user clicked an alarm in the BlackBerry device dashboard that did not include a message (because it was deleted), the BlackBerry device dashboard stopped responding. (DT 643050)

When you clicked a message icon for an alert message, the BlackBerry Monitoring Service did not redirect you to the message. Instead, it redirected you to the first page of messages. (DT 620179)

The BlackBerry Monitoring Service did not update dashboard user items when the UserPollMax count was aggregated because the BlackBerry Monitoring Service did not retrieve the user properties every polling cycle. (DT 615480)

When you deleted a connection threshold, the BlackBerry Monitoring Service displayed the "Unable to delete the threshold" error message, even though it did delete the connection threshold. (DT 597370)

If you changed the SRP information in the BlackBerry Administration Service, the updated information did not display in the **Router component > SRP Connection** tab in the BlackBerry Monitoring Service. (DT 596802)

You could not import the .mib file included with the BlackBerry Enterprise Server into an MIB browser. (DT 537475)

When you created a report for uninitialized user accounts, the report indicated that the **User name** field was sorted in descending order even though the user name field was sorted in ascending order. (DT 536927)

When the BlackBerry Administration Service stopped, the BlackBerry Monitoring Service console displayed a JavaScript® error. (DT 536608)

Syntax errors were reported if you attempted to compile the BLACKBERRYSERVERMIB-SMIV2\_CCompat.mib file using the smi2smir.exe command. (DT 501146)

When you generated a custom report, the report was missing statistics data for several components. For example, reports were missing statistic data for the BlackBerry Attachment Service, BlackBerry Policy Service, BlackBerry Controller, BlackBerry MDS Integration Service, BlackBerry Collaboration Service, BlackBerry Router, and BlackBerry Synchronization Service. (DT 509136)

If you configured the BlackBerry Monitoring Service console to use DST, the BlackBerry Monitoring Service console displayed the message time stamps as one hour after the alarm panel message time stamps. (DT 347442, SDR 362633)

If you did not type a value in the **SNMP community name** field and clicked **Test Configuration Settings**, the BlackBerry Monitoring Service displayed an exception error message. (DT 231065)

In certain circumstances, the total user count in the BlackBerry Monitoring Service dashboard was not accurate. (DT 155295)

You could not change the high availability scope of a BlackBerry Enterprise Server component after you added a threshold on a BlackBerry Enterprise Server component that used load balancing (the BlackBerry Router, BlackBerry Administration Service, and BlackBerry MDS Integration Service). (SDR 294739)

## BlackBerry Policy Service fixed issues

When the BlackBerry® Policy Service skipped too many commands (for example, because of pending switch service commands), and the number of skipped commands was greater than the maximum number of commands allowed in the throttling queue, the BlackBerry Policy Service might have stopped processing commands for everyone. (DT 806582)

If you moved a user account from BlackBerry® Enterprise Server 4.1 SP6 to 5.0 SP2 using the BlackBerry Enterprise Transporter, the BlackBerry Policy Service might not have been able to regenerate encryption keys and the device might not have been able to send or receive data. (DT 681797)

When you set the Allow Other Message Services IT policy rule to No, devices running BlackBerry® Device Software 5.0 or later still displayed the **Email Settings** icon and permitted users to configure a BlackBerry® Internet Service account. (DT 629143)

If you changed the maximum attachment size in the BlackBerry Administration Service and restarted the BlackBerry Policy Service, the BlackBerry Policy Service did not resend the service books with updates to BlackBerry devices. (DT 538460)

The BlackBerry Policy Service intermittently stopped checking the BlackBerry Configuration Database to determine whether there were any updates to IT policies or application control policies. The BlackBerry Policy Service did not write the following message to its log file at regular intervals: [40000] (02/03 13:29:05.220):{0xA24} SCS::PollIDBQueueNewRequests - Change Detection Poll: ProcessingRequests 0, LowerThreshold 1, ProcessingBESes 1, MaxDomainJobs 300, MaxJobsToSchedule 300, MaxBESJobs 100, MaxRequestsToQueue 100, Requests 1, QueueInterval (ms) 60000. (DT 518906)

## BlackBerry Web Desktop Manager fixed issues

If a user tried to back up the BlackBerry® device, in certain circumstances, the BlackBerry® Device Manager might have stopped responding. (DT 566840, SDR 340985)

If the **Allow user wireline activation** field was set to **No** on the **BlackBerry Web Desktop Manager Information** tab in the BlackBerry Administration Service, you could not activate a BlackBerry device using the BlackBerry Administration Service. (DT 461923)

## Logging fixed issues

When the BlackBerry® Enterprise Server sent an IT administration command, the audit record information did not include the email address of the device user, if the user was not active on the BlackBerry Enterprise Server. (DT 625187)

When the BlackBerry Enterprise Server processed SMS text messages that were in Unicode, the BlackBerry Enterprise Server did not include the closing quote in its log file and fields were missing. (DT 587721)

In some circumstances, the log files for the BlackBerry Administration Service might not have displayed why a job was failing. For example, the log files would not report a failed notification to a JMS client. (DT 504305)

## Organizer data synchronization fixed issues

The BlackBerry® Enterprise Server stopped responding if the SQL connection was lost while synchronizing a large address book to a user's BlackBerry device. (DT 628293)

You could not synchronize contacts that used a custom message class in public folders to the BlackBerry device. (DT 504880)

In some circumstances, the BlackBerry Enterprise Server stopped responding when processing a reoccurring task if the server was running in low memory conditions. (DT 485231)

In certain circumstances, the BlackBerry Enterprise Server completed an organizer data synchronization process when users were moved to another BlackBerry Enterprise Server. This release includes additional logging abilities to help troubleshoot this issue. (DT 349145)

## Performance fixed issues

When you upgraded the BlackBerry® Enterprise Server from 5.0 SP1 to 5.0 SP2, the setup application displayed an error message that indicated that the WMI Performance Reverse Adaptor stopped working. Once the upgrade process completed, no BlackBerry Enterprise Server counters were available in the performance monitoring window. (DT 624426)

## Security fixed issues

In an environment that included the PGP® Support Package for BlackBerry® smartphones, when a user sent a PGP partitioned encrypted message from a BlackBerry device that required the recipient to use the **More** option to view additional contents, when the recipient clicked **More**, the message status changed to "'More' error: general failure" and the BlackBerry® Enterprise Server included a message in the log files indicating that more data could not be sent. (DT 616708)

The description of the Phone Access application control policy rule was incomplete. (DT 518136)

In an environment that included the PGP Support Package for BlackBerry smartphones, when a user sent a small PGP encrypted message, the recipient could have decrypted it on a BlackBerry device but the message status was "'More' error: general failure" and the BlackBerry Enterprise Server included the following message in its log files "Failed to retrieve and build MORE result". (DT 508071)

When a user account initialized and the synchronization information for the user account was not correct, the BlackBerry Synchronization Service might have stopped responding. (DT 506252)

When a user enrolled a certificate over the wireless network, the device displayed a "The server is unable to find the specified certification authority profile" error message and did not permit the user to proceed. This was an intermittent issue that occurred when the user tried to enroll a certificate immediately after the device received the updated IT policy but the BlackBerry MDS Connection Service was not aware of the updated IT policy. (DT 501581)

In an environment that included an RSA® certification authority, when a user tried to enroll a certificate over the wireless network and you approved the certificate request, the BlackBerry MDS Connection Service did not send the certificate to the BlackBerry device. (DT 499189)

If you removed a user account and reactivated it at a later time, the user could not complete the certificate enrollment process over the wireless network. The BlackBerry Messaging Agent did not write any certificate enrollment related messages to its log file. (SDR 301794)

## Setup application fixed issues

When you upgraded from BlackBerry® Enterprise Server 5.0 SP1 to 5.0 SP2, the setup application did not back up the BlackBerry Monitoring Service database even if you selected the "Back up the existing BlackBerry Configuration Database before upgrading" option. (DT 805143, DT 701548)

When the setup application checked the MAPI profile, the setup application queried the global catalog server on port 3268 but used the LDAP port 389 when binding to the profile. (DT 704109)

If the computer did not have sufficient disk space, the setup application might have stopped responding. You might have encountered this issue if the setup application needed to install the JRE™ but there was not enough disk space for the setup application to extract the JRE installation files. (DT 622355)

If you chose not to use a drive, the setup application still checked the drive for disk space and displayed a warning message if the disk space requirements were not met. (DT 568730)

When you proceeded to the **License** dialog box or restarted the computer during the installation process, the setup application was slow to launch and so it seemed like the setup application was not responding. In this release, the setup application displays a progress bar. (DT 530832)

During the installation process, if you added the SRP address and BlackBerry® CAL key and then imported SRP information from a file, the setup application did not display the SRP address or BlackBerry CAL information in the dialog box. (DT 494069)

The setup application displayed the Database mirroring dialog box after you selected SQL authentication to connect to the database server, even though database mirroring was not supported with SQL authentication. (DT 401891)

If you chose the database mirroring option during the installation process and the principal BlackBerry Configuration Database was not available, the setup application stopped at the **BlackBerry Monitoring Service** dialog box and wrote error messages to the log file. (DT 390871)

When the setup application backed up the krb5.conf file, MdsLogin.conf file, and rimpublish.property file, it did not create unique file names for the backed up files and might have overwritten previous backed up files. (DT 376496)

## BlackBerry Collaboration Service fixed issues

If your organization's environment included Microsoft® Office Communications Server 2007 and Microsoft® Office Live Communications Server 2005, users on Microsoft Office Communications Server 2007 could not contact users on Microsoft Office Live Communications Server 2005. Instead the presence showed up as Unknown. (DT 822579)

When a user activated a device and then tried to log in to Microsoft Office Communications Server 2007, the device logged in to the instant messaging server with the selected status but then changed to the Available status within seconds. (DT 814508)

When a device logged in to Microsoft Office Communications Server 2007, and the BlackBerry® Collaboration Service failed over, the user could not send or receive messages except to the desktop client. The desktop client could not reply to the BlackBerry® Client messages. (DT 788056)

## Wireless calendar synchronization fixed issues

If Microsoft® Exchange Server 2007 or 2010 was hosted in a multi-tenant environment and the BlackBerry® Enterprise Server was configured to use calendar web services, you might have experienced issues with calendar synchronization. (DT 861004)

If the BlackBerry Enterprise Server was installed in an environment that included Microsoft Exchange 2010 and was configured to use Microsoft Exchange web services, some calendar items might have been removed from the device due to Microsoft Exchange throttling. (DT 775901)

# Known issues

4

## Activation known issues

If you create a new user and select Create a user with a generated activation password, the BlackBerry® Administration Service does not always send the activation email. (DT 1059145)

**Workaround:** Restart the BlackBerry Mail Store Service.

When a BlackBerry® device user who has a BlackBerry® Internet Service account and a BlackBerry Enterprise Server account activates a new BlackBerry device, the user cannot send email messages using the BlackBerry Internet Service account. (DT 617358)

**Workaround:** Reactivate the BlackBerry Internet Service account.

If you set the ForceMsgPrepopOnActivation registry key to a value other than 0, and the ForceMsgPrepopDays and ForceMsgPrepopMessages registry keys are set to 0, email prepopulation is turned off. (DT 511315)

**Workaround:** Add the ForceMsgPrepopDays and ForceMsgPrepopMessages registry keys and set to a value other than 0.

## BlackBerry Client for IBM Lotus Sametime known issues

If multiple BlackBerry® device users exist with similar user names, incorrect contacts might be added to the users' contact lists. (SDR 186581)

**Workaround:** When adding contacts, instruct users to select the user name from the Lookup list.

## BlackBerry Client for use with Microsoft Office Communications Server 2007 known issues

If a BlackBerry® device user sends a message to an invalid contact, the error message "Failed to execute your last action" displays. The error message does not specify that the contact does not have a valid ID or that the contact might reside in an external domain. (SDR 303950)

In certain circumstances, the BlackBerry Collaboration Service experiences performance issues. (SDR 287243)

**Workaround:** Instruct users to log out of the BlackBerry® Client for use with Microsoft® Office Communications Server 2007 periodically.

When using Windows® NTLM authentication, an error occurs if two or more users try to log in to the BlackBerry Client for use with Microsoft Office Communications Server 2007, or if one user logs out, and then quickly logs in. (SDR 257764)

**Workaround:** Set up Kerberos™ authentication or force forms-based authentication.

There is no message indicating that adding distribution lists to contact lists using the BlackBerry Client for use with Microsoft Office Communications Server 2007 is not supported. (SDR 186430)

## BlackBerry Administration Service known issues

When an administrator that does not have the "Edit a group" permission tries to add users to a group, the BlackBerry® Administration Service doesn't display any error messages. (DT 1290864)

You cannot publish applications that do not have any attribute for the directory tag in the ALX file. (DT 1279526)

Outstanding on hold tasks in the BlackBerry Configuration Database can cause purge jobs to fail. (DT 1275362)

If certain data is corrupted in the BlackBerry Configuration Database, the BlackBerry Administration Service doesn't permit you to specify application distribution settings. (DT 1274252)

If the value of a trait is incorrect, then you cannot access the BlackBerry MDS Connection Service pages in the BlackBerry Administration Service. (DT 1262294)

If you use the Carrier search criteria, the BlackBerry Administration Service searches the Home Carrier fields instead of the Carrier fields. (DT 1238692)

You cannot switch from a custom application control policy to the default application control policy. (DT 1231478)

**Workaround:** Remove the application from the software configuration, wait until reconciliation completes, and then change the application control policy and re-add the application.

You cannot type a FQDN in the **VPN Gateway Address** configuration setting when creating or managing a VPN profile. (DT 1222124)

**Workaround:** Use an IP address instead.

If reconciliation stops, you might need to restart the BlackBerry Administration Service even though no message packets were lost. (DT 1215888)

If an application push fails, the BlackBerry Administration Service does not process any other jobs for the user account. (DT 1198747)

The BlackBerry Administration Service does not reconcile optional applications for users if there is insufficient memory on the devices. (1187596)

If you copy an IT policy and do not modify it, and then assign it to the user account, the device does not accept the new IT policy. (DT 1186696)

**Workaround:** Change some of the IT policy rule values and save.

When reconciling applications to devices, the BlackBerry Administration Service does not check if there are any identical modules from existing applications before determining if the device has enough memory to install the application. (DT 1186488)

The BlackBerry Administration ServiceBAS displays the "Delete all device data and disable device" command to administrators who do not have the permissions to complete this action. If the administrator clicks the command, the BlackBerry Administration Service displays an error message and logs the administrator out. (DT 1186306)

The BlackBerry Administration Service reconciles applications to devices even though the device does not have sufficient memory. (DT 1177138)

If you install BlackBerry® Enterprise Server and BlackBerry Administration Service in separate Windows® domains, you cannot configure logging using the BlackBerry Administration Service. (DT 1171529)

If one BlackBerry Administration Service instance sends a reconciliation task to a second instance, and the connection between the instances drops before the second instance can notify the first that the reconciliation is complete, reconciliation stops on all BlackBerry Administration Service instances. The first BlackBerry Administration Service instance then writes the following error to its log file:

"org.jboss.remoting.CannotConnectException: Can not get connection to server. Problem establishing socket connection for InvokerLocator [sslsocket:)]. The BlackBerry Administration Service checks for unprocessed reconciliation events every 24 hours and restarts them at that time. For more information, contact RIM Support. (DT 1159175)

In rare circumstances, administrators cannot log in to the BlackBerry Administration Service and the BlackBerry Administration Service log file includes the following error message "javax.security.auth.login.LoginException: bad encoded value". (DT 1131828)

**Workaround:** Restart the BlackBerry Administration Service.

In certain circumstances, when the user's last contact time information is not updating, the BlackBerry Administration Service writes the following error message to its log file: "Arithmetic overflow error converting expression to data type int.". (DT 1123820)

**Workaround:** Clear the server statistics. For more information, see the *BlackBerry Enterprise Server Monitoring Guide*.

If you assigned software tokens to user accounts in a BlackBerry® Enterprise Server 4.1 SP6 environment, you cannot remove the software tokens after you upgrade. (DT 1123537)

If a user switches to another device, the BlackBerry Administration Service sends applications to the device before the device has indicated that it has completed the activation process. The device cannot properly install the applications. (DT 1120052)

**Workaround:** Reassign the software configuration to the user account.

If you set the timezone of the BlackBerry Administration Service computer to GMT + 7 hours (Bangkok, Hanoi and Jakarta timezone), the Last Contact Date is incorrect by 2 hours. (DT 1114330)

If there are less than five plug-ins in the BlackBerry Administration Service, you cannot manage roles. (DT 1112024)

The BlackBerry Administration Service does not perform as expected when it needs to complete many tasks (more than 2100 tasks) and verify dependencies and optimizations. (DT 1108098)

**Workaround:** Restart the computer that hosts the BlackBerry Administration Service.

If the device expects two cod files in order to install an application (for example, because it is installing the application in two languages), the BlackBerry Administration Service sends the cod file twice, and the device only uses one, which causes the installation process to fail. (DT 1107285)

When the BlackBerry Administration Service generates an activation password, it does not write anything in its log files or the BlackBerry Configuration Database log files about this event. (DT 1103690)

If you remove a Wi-Fi® profile from a user account, and later try to add it back, the BlackBerry Administration Service does not save your changes. (DT 1101809)

The BlackBerry Administration Service does not use the email address that you specify in the **Sender Address** field in **Devices > Wireless activations > Device activation settings** to send activation email messages. (DT 1101095)

You cannot assign BlackBerry Monitoring Service permissions to a role, as these permissions are no longer available in the BlackBerry Administration Service. (DT 1097388)

**Workaround:** The security administrator role has permissions to edit the BlackBerry Monitoring Service. Create a copy of it and modify the permissions as required by your organization.

The Wi-Fi configuration screen still mentions VoIP profiles, even though they have been removed. (DT 1096681)

If you change the Disposition of an application from Wireless to Wired, the BlackBerry Administration Service and device might not apply the change correctly. (DT 1093850)

The BlackBerry Administration Service does not permit you to load applications that do not match the following application version format: XXX.YYY.YYY.YYY, where X and Y are numeric characters. Only X is required. (DT 1093369)

The BlackBerry Administration Service does not perform as expected when you have thousands of users assigned to software configurations. (DT 1016987)

In a Japanese environment, if you click the ? icon in the **Calendar** option under **Manage applications** in the BlackBerry Administration Service, the words "About this calendar" are not translated into Japanese. (DT 1082172)

If you move a user to another BlackBerry Enterprise Server, the BlackBerry Administration Service pushes all applications to the device again. (DT 1080148)

If you install a BlackBerry MDS Connection Service 4.1 SP7 in the same BlackBerry Domain as a BlackBerry MDS Connection Service 5.0 or later, but do not start BlackBerry MDS Connection Service 4.1 SP7, the BlackBerry Administration Service displays an error message when you try to set the BlackBerry MDS Connection Service 5.0 or later as a central push server. (DT 1075786)

When you export the asset summary, the BlackBerry Administration Service displays a Java® error message for some user accounts that are associated with activated devices, if the status for the devices is "initializing". (DT 1066666)

The asset summary that you can export from the BlackBerry Administration Service does not include user accounts that do not have an activated device associated with them. (DT 1060607)

The BlackBerry Administration Service does not display a descriptive error message when it encounters an issue assigning a device to a user account. (DT 1053380)

**Workaround:** For more information, visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read KB20015.

If you move a user's mailbox from one Microsoft® Exchange server to another, the View user page in the BlackBerry Administration Service stops responding. (DT 1039661)

If you try to create an administrator account with Microsoft® Active Directory® authentication and enter a password incorrectly, the BlackBerry Enterprise Server indicates that the **Password** and **Confirm Password** fields are required. However, these fields are only required for BlackBerry Administration Service authentication. (DT 1036448)

You cannot log in to the BlackBerry Administration Service after the upgrade process has completed. This issue is caused by the application server not starting correctly. (DT 1034285)

**Workaround:** Restart the BlackBerry Administration Service.

When you send an application to a device using a software configuration, the BlackBerry Administration Service pushes the application multiple times and it does not install correctly on the device. (DT 1028646)

**Workaround:** Modify the ALX file by removing the "\_blackberryVersion=[4.2.0,5.1.1]" entries for each resource module listed.

If you update the SMTP email address of administrators with access to the BlackBerry Monitoring Service in Microsoft Active Directory, the BlackBerry Administration Service does not update the email address in the BlackBerry Configuration Database. (DT 1028523)

If there are duplicate entries in the BlackBerry Configuration Database for the Enterprise Service Policy, you cannot manage devices using the Enterprise Service Policy. (DT 1028260)

After you migrate users using BlackBerry Enterprise Transporter, the BlackBerry Administration Service writes a Java exception error message in its log file. (DT 1024869)

When you configure proxy authentication and restart the BlackBerry Administration Service, the BlackBerry Administration Service writes the following error message in its log file:

"com.rim.bes.bas.windowsaccess.windowshttpaccessor.WindowsHTTPAccessException: Nested exception: 'WinHTTP exception occurred in function: JWInHTTP::getResultFile, Url: https://pasinf.otasl.eval.blackberry.com/pas/pas, Error: 12002 - Unknown error. [GetResultFile WinHttpReceiveResponse returned no results]'" This error is caused because your organization's web server is taking too long to respond to the proxy request. (DT 1021276)

When you create a schedule to delete jobs and job tasks in the BlackBerry Administration Service, some jobs and job tasks are not deleted. (DT 1019288)

In some circumstances, you cannot delete an application control policy for a third party application. The error message that you see is "The Request cannot be completed". (DT 1016737)

If you assign a mandatory BlackBerry® Device Software update to BlackBerry device users in the BlackBerry Administration Service, when users accept the request they see an unnecessary pop-up message. (DT 1012128)

In some environments, you cannot include proxy connection credentials when you save a proxy configuration. (DT 1011264)

**Workaround:** Enter a proxy configuration without credentials.

When you try to import a BlackBerry Enterprise Server 5.0 SP2 IT policy file into BlackBerry Enterprise Server 5.0 SP3, the error message that is displayed is misleading. (DT 1006110)

When you install or upgrade to BlackBerry Enterprise Server 5.0 SP3 in a Brazilian Portuguese environment that is running Windows Server® 2003 R2 SP2, the BlackBerry Administration Service does not start after the installation completes. (DT 995484)

**Workaround:**

- Download and install the following Microsoft hotfix: <http://support.microsoft.com/kb/971812>.
- Restart the computer.

When you assign (or remove) a Wi-Fi profile that contains a VPN profile to a large number of users directly, you might see an exception error in the logs. (DT 992746)

In the BlackBerry Administration Service, when you select TCP as the transport protocol for Microsoft® Office Communications Server 2007 R2, the **Instant messaging server pool is load balanced** and **Listening Port** fields can still be edited even though they only apply to the TLS transport protocol. (DT 990614)

You might experience performance issues if the BlackBerry Configuration Database contains large numbers of entries in the `BASUserApplicationNonReconciliationSubReason` and `BASUserApplicationNonReconciliationSubReasonParameters` tables. (DT 980881)

The BlackBerry Administration Service does not update the status of a job when there are tasks in the job that have been optimized out. (DT 968575)

In some circumstances, if you click the boundary between rows in the search results after manually re-sizing a column, you can cause the resized column to expand again by the same amount it was previously re-sized. (DT 891650)

**Workaround:** Click **Reset search results configuration** to reset the search criteria.

The BlackBerry Administration Service removes access control rules from a user account when the email address for that BlackBerry device user changes. (DT 879969)

The BlackBerry Administration Service cannot use Web Proxy Autodiscovery Protocol or a .pac file to discover a web proxy with HTTP basic authentication. (DT 864879)

You cannot log in to the BlackBerry Administration Service if the DNS environment contains an invalid service record. (DT 860600)

The description for the Alert component in the BlackBerry Administration Service is incorrect. It should read: The Alert Service is used to monitor the Windows Event Log™ for events of configurable severities. (DT 855011)

If you have permissions for View an IT Policy and View a Component, you are able to select "Edit" even though you cannot actually complete any changes. (DT 852223)

When you add or remove users, the BlackBerry Administration Service does not update the list of BlackBerry® Client Access License instances accordingly until the next day. (DT 849107)

You cannot assign a group to the user that is currently logged in to the BlackBerry Administration Service. (DT 840611)

If you use Mozilla® Firefox® as the browser for the BlackBerry Administration Service, you cannot select a value for Service Group when you change the configuration sets for the BlackBerry MDS Connection Service. (DT 840327)

**Workaround:** Use Windows® Internet Explorer®.

You cannot change the settings for the private contact folder if the user created another folder named "Contacts" that appears earlier in the alphabetical list of folders. (DT 814782)

**Workaround:** Rename the folder called "Contacts" that was created by the user, or move it into a folder that appears after the default Contacts folder in the alphabetical list of folders.

In some circumstances when you upgrade the BlackBerry Enterprise Server from 5.0 to 5.0 SP2 or later, the BlackBerry Administration Service fails to start because of a blank cluster-service.xml file. (DT 810830)

**Workaround:** Replace the cluster-service.xml file with a copy of the file. Restart the BlackBerry Administration Service.

For organizations with a very large number of license keys (several thousand BlackBerry CAL instances), when you try to manage the license keys using the BlackBerry Administration Service, the browser times out or becomes unresponsive. (DT 810241)

When the BlackBerry Administration Service pushes a software upgrade to devices, for an existing application, the software installation fails because the existing version of the application must be removed from the device first. (DT 807092)

**Workaround:** Disallow the old version of the application and wait a sufficient amount of time for the BlackBerry Administration Service to apply the command and for the user to reset the device before pushing the new version of the application.

If you assign two BlackBerry Device Software updates to a user within a short period of time, some task reconciliation conflicts might occur and the second update might not complete successfully. (DT 774615)

You must initiate an organizer data synchronization from the BlackBerry Enterprise Trait Tool rather than the BlackBerry Administration Service. (DT 758496)

The BlackBerry Administration Service does not delete obsolete reconciliation jobs from the BlackBerry Configuration Database. (DT 757583)

When you search for updated BlackBerry Device Software bundles in the BlackBerry Administration Service, the browser session times out and you are logged out of the BlackBerry Administration Service. This issue is the result of missing locale information in the BlackBerry Configuration Database. (DT 755985)

After you log in to the BlackBerry Administration Service, the BlackBerry Administration Service might write a socket write error message to its log file. (DT 752116)

When moving user accounts to another BlackBerry Enterprise Server, the BlackBerry Administration Service displays the BlackBerry Enterprise Server that the user account is currently associated with as a destination server. (DT 735296)

When you configure Microsoft Active Directory authentication for the BlackBerry Administration Service and provide the global catalog server names (rather than permitting the BlackBerry Administration Service to discover the global catalog servers automatically), the BlackBerry Administration Service does not use these global catalog servers when performing Kerberos™ authentication. (DT 731603)

If you search for a large number of users in the BlackBerry Administration Service, in certain circumstances, the JVM might run out of memory and no results are returned. (DT 712427)

The way that you can configure the maximum file size for attachments using the Maximum Native Attachment MTH attachment size IT policy rule and the **Maximum Download Attachment Size (KB)** field in the BlackBerry Administration Service is confusing. The BlackBerry Enterprise Server implements the most restrictive setting. (DT 705600)

If you import IT policies from an earlier version of the BlackBerry Enterprise Server into BlackBerry Enterprise Server 5.0 SP1 and later, and the BlackBerry Enterprise Server has different SRP information from the BlackBerry Enterprise Server that it was imported from, you cannot edit the IT policies in BlackBerry Enterprise Server 5.0 SP1 and later and therefore BlackBerry device users cannot send or receive email messages. (DT 695990)

If you install a new BlackBerry Administration Service instance and select an existing BlackBerry Configuration Database during the installation process, you cannot access or manage the BlackBerry Attachment Connector instances in the BlackBerry Administration Service. The BlackBerry Administration Service displays the "The request cannot be completed" message when you click on a BlackBerry Attachment Connector and writes Java stack errors to the log files. (DT 687469)

If the SyncFolderList in the BlackBerry Configuration Database contains negative folder ID numbers, you cannot click on the Default Configuration link in the BlackBerry Administration Service. (DT 687309)

If you configure BlackBerry Administration Service single sign-on authentication, the BlackBerry Administration Service does not automatically log in an administrator after the session times out and instead displays the login page. (DT 685800)

If you delete the authentication type for a user account on the **User Information** tab and then try to add Microsoft Active Directory authentication to the user account, the BlackBerry Administration Service unexpectedly logs out and displays an error. (DT 640074)

If you install the BlackBerry Enterprise Server and the BlackBerry Administration Service on the same computer, change the FQDN of the computer while keeping the IP address the same, and ensure that the previous FQDN is still reachable to the same IP address, the BlackBerry Enterprise Server does not update the BlackBerry Configuration Database correctly and runs jobs at incorrect times, which can cause the database size to increase unexpectedly. (DT 633315)

**Workaround:** Remove the DNS alias for the previous FQDN and restart the BlackBerry Administration Service.

In certain browsers (for example, Windows Internet Explorer), after you configure the BlackBerry Administration Service to support single sign-on, if you access the BlackBerry Administration Service from a browser that is located on the same computer as the BlackBerry Administration Service, you see the login page. (DT 618098)

**Workaround:** Use Firefox instead.

In certain circumstances, when you reconcile IT policies for large groups (for example, 30,000 users), the reconciliation process might stop unexpectedly. (DT 605175)

When you enable Microsoft Active Directory authentication for a large group of users, you must configure each user account individually, which might take a long time. (DT 602402)

**Workaround:** Use the BlackBerry® Enterprise Server Resource Kit to configure large groups of user accounts. For more information, see the documentation for the BlackBerry Enterprise Server Resource Kit.

In certain circumstances, if you assign IT policies individually to users, add the users to a group, assign an IT policy to a group, and then clear the individually assigned IT policies for the users, the BlackBerry Administration Service might take a long time to clear the individually assigned IT policies and respond to user input. (DT 596845)

If you install the Microsoft® hotfix KB956572 ([support.microsoft.com/kb/956572](http://support.microsoft.com/kb/956572)) on a computer that hosts the BlackBerry Administration Service, the BlackBerry Administration Service might not run and no error messages appear in the Windows Event Viewer. This issue might occur in French, Italian, Spanish, and Brazilian Portuguese environments. (DT 596764)

**Workaround:** Install Microsoft hotfix KB971812 ([support.microsoft.com/kb/971812](http://support.microsoft.com/kb/971812)).

If you enter an invalid LDAP port value during the installation process, you cannot access the BlackBerry MDS Connection Service settings using the BlackBerry Administration Service. For example, if you enter a value that is not within the range of 1 and 65,535 the LDAP value will be set to NULL. (DT 596589)

**Workaround:** Contact RIM Technical Support.

The BlackBerry Administration Service can only parse Windows Internet Explorer proxy settings in the format: proxyserver:port. (DT 587549)

When you configure single sign-on authentication for the BlackBerry Administration Service, and do not add the web address of the BlackBerry Administration Service pool to the list of trusted intranet sites in Windows Internet Explorer, the browser displays an HTTP 404 error when you try to access the BlackBerry Administration Service. (DT 571241)

**Workaround:** Configure the browser appropriately. For more information, see the *BlackBerry Enterprise Server Installation and Configuration Guide*.

If you use the Wi-Fi Link Security EAP-PEAP, you cannot set the **Wi-Fi Inner Authentication Mode** option in a Wi-Fi profile. (DT 525943)

If you assign the SPNs for the two Kerberos services hosted by the BlackBerry Administration Service (HTTP \<BAS\_pool\_FQDN> and BASPLUGIN111\<BAS\_pool\_FQDN>) to more than one Microsoft Active Directory account, when you specify the account information in the BlackBerry Administration Service and click **Save all**, the BlackBerry Administration Service displays the "The username, password or domain name is not correct, Please re-enter" error message. This error message is misleading because it does not inform you that the SPNs are not configured correctly. For more information about resolving this issue, visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read KB22775. (DT 506774)

You cannot add user accounts that are included in a segregated address list on a child Windows domain. (DT 493177)

When an Enterprise Service Policy prevents a BlackBerry device from being activated, the BlackBerry Administration Service still displays the "The device that is connected to your computer has been activated" message. (DT 491663)

If you attempt to create a user account that already exists on the BlackBerry Enterprise Server, the BlackBerry Administration Service displays the "The BlackBerry Administration Service cannot find the records you were looking for. All users matching the search criteria have been created. Verify the search criteria you specified and try again" error message. (DT 455396)

**Workaround:** You must first delete the existing user account before you can create a new user account with the same information.

When you click on a BlackBerry MDS Connection Service instance in the **Servers** and **Components** sections, the BlackBerry Administration Service displays a "The request could not be completed" error message if the **Default Server Base Query** field has an empty value. (DT 400528)

**Workaround:** The valid values for the **Default Server Base Query** field are Null or 1 to 1024.

You cannot open a Microsoft® Word document created using OpenOffice.org version 3.1.1 using the BlackBerry Administration Service. (DT 356212)

**Workaround:** Use OpenOffice.org version 2.x to save the file.

The **Set Owner Information** field in the BlackBerry Administration Service has a character limit of 125 characters. This is inconsistent with the **Set Owner Info** field on the BlackBerry device which can save up to 127 characters. (DT 354917)

**Workaround:** Restrict the number of characters you enter into the **Set Owner Information** field in the BlackBerry Administration Service and the **Set Owner Info** field on the users' BlackBerry device to under 125 characters.

In German, when you restart a BlackBerry Enterprise Server, the BlackBerry Administration Service displays question marks (?) for the status. (DT 354723)

After you upgrade the BlackBerry Configuration Database, the user search page might take longer than expected to display. (DT 354697)

If the name of a public folder includes an underscore (\_) and the public folder includes subfolders, the BlackBerry Administration Service displays the public folder twice (once with the underscore and once without the underscore). (DT 354629)

When importing 1000 or more user accounts from a file, the BlackBerry Enterprise Server might use more system resources than expected. (DT 351716)

After a user installs an application on the device using the application loader tool and you assign a new software configuration with an updated version of the application to the user account, when the user reconnects the device to the application loader tool, the application loader tool displays the previous version of the application instead of the updated version. (DT 291336)

**Workaround:** On the user's computer, in the Windows registry, in HKEY\_LOCAL\_MACHINE\SOFTWARE\Research In Motion\BlackBerry\Loader\Packages, delete the registry key for the application.

When resolving IT policies that are assigned to groups and subgroups, the BlackBerry Administration Service displays an incorrect status even though the correct IT policy is sent to the device. (DT 286149)

The BlackBerry Administration Service version 5.0 SP1 takes longer than BlackBerry Administration Service version 5.0 to add user accounts to a group. (DT 264571)

When a user enables the option "encrypt all incoming messages" in their person document, enterprise activation fails but the BlackBerry Configuration Database is not updated accordingly and the BlackBerry Administration Service console does not show the failure. (DT 232352)

In certain circumstances, the BlackBerry Monitoring Service cannot connect to the BlackBerry Administration Service because of a certificate error and writes the javax.net.ssl.SSLHandshakeException: "Received fatal alert: certificate\_unknown error message to the log file" error message. (DT 220014)

## BlackBerry Attachment Service known issues

BlackBerry® devices do not display the date and time in XLS file attachments correctly if the date and time is included in a single cell. (DT 1219993)

**Workaround:** Open the attachment in Documents To Go®.

When a BlackBerry device user views a Microsoft® Word 2007 or 2010 attachment on a BlackBerry device, the round bullets in lists change to square bullets. (DT 1035460)

When a user views a Microsoft® PowerPoint® 2007 or 2010 attachment on a device, text in tables might not display correctly or at all. (DT 1030855, DT 1030847, DT 1030508, DT 1030472)

In certain circumstances, the device does not display a Microsoft PowerPoint document correctly. (DT 91523, SDR 336357)

A user cannot view attachments when you install a BlackBerry® Enterprise Server pair and then install a BlackBerry Attachment Service on a remote computer. (DT 888216)

When users attempt to open large Microsoft Word files or Microsoft PowerPoint files from a remote file location, on an intermittent basis the device cannot display the files. This is due to an issue with how the BlackBerry MDS Connection Service and the BlackBerry Attachment Service communicate. (DT 661572)

If you configure a BlackBerry Enterprise Server to use a remote BlackBerry Attachment Service, stop the local BlackBerry Attachment Service, and upgrade the BlackBerry Enterprise Server to 5.0 SP2, the remote BlackBerry Attachment Service cannot process attachments. (DT 658624)

**Workaround:** In the BlackBerry Administration Service, modify any of the settings for the BlackBerry Attachment Connector and save your changes. Afterwards, change the settings back to their previous values.

Users cannot view .doc files created using Kingsoft® Office 2009. (DT 527857)

Users cannot view text in columns in a .pdf file when they use the "View as text" option. (DT 473169)

When the BlackBerry Enterprise Server runs on Windows Server® 2008, users cannot open .mp3 files on their devices. (DT 395150)

When browsing a Microsoft PowerPoint presentation using BlackBerry Attachment Service 5.0 SP1, the page numbers of the file do not appear on the BlackBerry device. (DT 390868)

When users view .pptx files on their devices, the sizing and spacing of tables might not display properly. (DT 208027)

## BlackBerry Collaboration Service known issues

When using the BlackBerry® Collaboration Service with Microsoft® Office Communications Server 2007, the BlackBerry Collaboration Service might use more private memory resources than expected. As a result, the BlackBerry Collaboration Service might stop responding, and the BlackBerry Controller might not restart the BlackBerry Collaboration Service. (SDR 287243)

**Workaround:** If this problem occurs, contact RIM Technical Support.

## BlackBerry Configuration Database known issues

When you are using the BlackBerry® database notification system, you cannot change the pool name of the BlackBerry Administration Service using the BlackBerry Configuration Panel. (DT 1010745)

**Workaround:** Uninstall the BlackBerry database notification system, change the pool name of the BlackBerry Administration Service, and reinstall the BlackBerry database notification system.

In certain circumstances, you cannot delete an old BlackBerry® Enterprise Server instance from the BlackBerry Administration Service. (DT 1005498)

If the SET NOCOUNT permission is turned on prior to installing the BlackBerry Enterprise Server software, the installation process will fail. (DT 992364)

The current LoadPlugSynchronization.sql script removes duplicate table IDs from the SyncDeviceMgmt table, however it does not remove redundant counts. (DT 595731)

In some circumstances the BlackBerry database notification system does not function correctly because the extended stored procedures required to obtain the host name, machine name, and computer name of the BlackBerry Configuration Database server are stored in the master database and will not be accessible for security reasons, for some organizations. (DT 564423)

When you upgrade the BlackBerry Enterprise Server without installing the BlackBerry database notification system, the dbo.GetHostName stored procedure is also installed in the BlackBerry Configuration Database, though it is not required. (DT 560408)

The BlackBerry Administration Service stops responding when adding user accounts if there is a large number of groups (more than 3000) in the BlackBerry Configuration Database. (DT 493278)

If you use the user and server statistics in Microsoft® SQL Server®, performance issues might occur. (DT 399135, SDR 188502)

The BlackBerry Configuration Panel permits you to change the Microsoft® Active Directory® domain name, which might cause conflicts with the Microsoft Active Directory information configured in the BlackBerry Administration Service if the **Global Catalog Server Discovery** field is not set to **Automatic**. (DT 316060)

The BlackBerry Enterprise Server components will not start if the Microsoft SQL Server has a certificate larger than 4 KB with JDBC® Driver 1.2. The connection to the database fails with a TDS error. (DT 230816)

**Workaround:** You can either reduce the size of the certificate, issue a smaller certificate, or remove the certificate from the Microsoft SQL Server.

If you are using the BlackBerry database notification system, RimEsp.dll might cause memory fragmentation in the Microsoft SQL Server. (DT 104132)

**Workaround:** Remove the BlackBerry database notification system from the Microsoft SQL Server.

## BlackBerry Configuration Panel known issues

In some circumstances, if you install the BlackBerry® Monitoring Service as a remote component, the BlackBerry Configuration Panel might not display the correct ports for the BlackBerry Monitoring Service components. The Application Core, Polling Engine and Data Collection Subsystem port numbers will show as zero, even though they are correct in the BlackBerry Configuration Database. (DT 980828)

The log file for the setup application does not contain information about the BlackBerry Configuration Panel. (DT 835622)

A BlackBerry Configuration Panel can update BlackBerry Administration Service information in the BlackBerry Configuration Database even though the BlackBerry Configuration Panel is not at the same version as the BlackBerry Configuration Database. For example, you can edit the Microsoft® Active Directory® settings for the BlackBerry Administration Service in an earlier version of the BlackBerry Configuration Panel. If you do so, you cannot access the BlackBerry Administration Service page in the Components view of the BlackBerry Administration Service and the BlackBerry Administration Service displays the "The application has encountered a system error. Please report this error to the System Administrator. (EXCEPTION-  
com.rim.bes.bas.servicemanager.ServiceNotFoundException)" error message. This issue only applies to BlackBerry Administration Service. (DT 750369)

The BlackBerry Configuration Panel allows you to change a primary BlackBerry® Enterprise Server to a standby BlackBerry Enterprise Server on the **BlackBerry Server** tab when a standby BlackBerry Enterprise Server does not exist. (DT 535406)

In the BlackBerry Configuration Panel, in the **Monitoring Console** tab, there is a **Set as Primary** button that is always disabled. Since the BlackBerry Monitoring Service can only run on one computer in a BlackBerry Domain, this button should not appear. (DT 426975)

In the BlackBerry Configuration Panel, the **SQL Server** field in the **Database Connectivity** tab does not include the instance name of the database server. (DT 137254)

## BlackBerry Controller known issues

When the BlackBerry® Controller is running and a user shuts down Windows® using Remote Desktop Connection, Windows writes the following error message to the System Event Log indicating that the computer did not shut down correctly: "The previous system shutdown was unexpected". (DT 989942)

**Workaround:** Stop the BlackBerry Controller manually before you shut down Windows using Remote Desktop Connection.

If the BlackBerry Controller creates multiple consecutive dumps on hung threads, the latest dump file overwrites the previous dump file if the latest file is created in the same minute as the previous dump file; the dump files are named based on the minute that they are created. (SDR 214488)

## BlackBerry Desktop Software known issue

You cannot silently distribute the BlackBerry® Device Software for the BlackBerry® Bold™ 9700 smartphone to BlackBerry® Desktop Manager 5.0, and you cannot silently distribute the BlackBerry Device Software for the BlackBerry® Torch™ 9800 smartphone to BlackBerry Desktop Manager 6.0. (DT 1005796)

## BlackBerry Dispatcher known issues

If a Wi-Fi® connection is opened between the BlackBerry® Enterprise Server and a BlackBerry device while keys are being generated, the BlackBerry Enterprise Server may send the device two KEY\_ACCEPT packets which leaves the device without an encryption key. (DT 904881)

**Workaround:** Users should regenerate the encryption key manually.

If you configure a device to use Wi-Fi connections only, and the device cannot connect to the BlackBerry Router, the BlackBerry Dispatcher drops the messages that it should be queuing so that the BlackBerry Enterprise Server can forward the messages to the device when Wi-Fi connectivity returns. (DT 650456)

If two device users swap devices and then failover occurs, the BlackBerry Dispatcher detects duplicate PINs and resets the PIN to 0 for one of the devices, causing the device to stop functioning. (DT 454394)

**Workaround:** Restart the standby BlackBerry Dispatcher before the failover occurs, or reactivate the user when the PIN is reset to 0.

In certain circumstances, the BlackBerry Dispatcher removes user accounts and then re-adds them at a later time. (DT 403695)

## BlackBerry Enterprise Server Alert Tool known issues

In certain circumstances, on Windows Server® 2008 operating systems, BlackBerry® Enterprise Server version 5.0 alert console messages are not supported. (SDR 281079)

## BlackBerry Mail Store Service known issues

It can take longer than expected to receive email messages on a BlackBerry® 9300 smartphone. (DT 1121063)

In a Microsoft® Exchange 2010 environment, if the BlackBerry Mail Store Service does not communicate with the client access server each hour, the connection times out and the BlackBerry Mail Store Service cannot connect using MAPI anymore. (DT 1099358)

**Workaround:** Restart the BlackBerry Mail Store Service.

If you install BlackBerry® Enterprise Server 5.0 SP2 or later in an environment with Microsoft® Exchange Server 2010, and if the BlackBerry Mail Store Service loses the MAPI connection to the Client Access Server, when the HrFindExchangeGlobalAddressList call fails the BlackBerry Mail Store Service continues to try to use the MAPI session that ended. (DT 990681)

**Workaround:** Restart the BlackBerry Mail Store Service.

If the Microsoft Exchange Server 2010 SP1 does not include the public folder database, the BlackBerry Mail Store Service cannot connect to it and you cannot add users to the BlackBerry Enterprise Server. For more information, visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read article KB24470. (DT 854245)

## BlackBerry MDS Connection Service known issues

Integrated Windows® authentication with the BlackBerry® MDS Connection Service does not work if the user account has the msExchMasterAccountSid property set (DT 124062)

If a web server returns a 401 error because the the BlackBerry® MDS Connection Service provide an expired cookie, the BlackBerry MDS Connection Service cannot authenticate with the web site. (DT 122613)

**Workaround:** Instruct the user to delete all the cookies, browser cache, and browser passwords from the device.

Proxy mapping settings do not support the plus sign (+) as part of the proxy rule expression. (DT 1195239)

**Workaround:** Try using an asterisk (\*) instead.

You cannot exceed the 256 character limitation when connecting BlackBerry Dispatcher instances to the BlackBerry MDS Connection Service. If this event occurs, the BlackBerry MDS Connection Service experiences issues and writes the following message to its log file: "General Error connecting to the database." (DT 1175023)

The BlackBerry MDS Connection Service does not use persistent HTTP connections. This might require a user to authenticate twice if your organization's environment includes a hardware load balancer. (DT 1160323)

You cannot send MDS push messages to groups if the group name begins with a dollar sign "\$". (DT 1125058)

**Workaround:** Send push messages to individual users.

In certain circumstances, the BlackBerry MDS Connection Service experiences a deadlock. (DT 1051874)

If you set the **Use Scalable HTTP** option to **No**, users can no longer browse to HTTPS web sites. (DT 1049666)

**Workaround:** Set **Use Scalable HTTP** to **Yes** and restart the BlackBerry MDS Connection Service.

When a BlackBerry device user accesses an untrusted web site using BlackBerry® Device Software 5.0 or BlackBerry® 6, the device displays the "HTTP Error 400: Bad Request" error message. (DT 1029071)

**Workaround:** In the BlackBerry Administration Service, set the **Use Scalable HTTP** option to **Yes**.

The BlackBerry MDS Connection Service continues to send clients 401 requests even after they have returned valid credentials. (DT 1025350)

If you set the language on a BlackBerry device to Japanese, set **Pull authorization** to **Yes** in the BlackBerry® Enterprise Server, and try to use the device to access a shared folder that has full-width characters in its name, the device displays an "unauthorized access" error. (DT 1015337, DT 996341, DT 987056)

In certain circumstances, when the BlackBerry Enterprise Server experiences an unusually high load, an uncaught exception might cause a critical thread to exit, which causes the BlackBerry MDS Connection Service to stop unexpectedly. (DT 999506)

**Workaround:** Restart the BlackBerry MDS Connection Service.

If you configure RSA® authentication for the BlackBerry Enterprise Server, devices running BlackBerry 6 do not use RSA authentication. (DT 992608)

If your organization uses a proxy server for web browsing on a device, users cannot log in to an application that has been coded with the TLS setting "EndToEndRequired" (for example, BlackBerry App World™). (DT 914899)

The BlackBerry MDS Connection Service does not write any items to its log file when it shuts down. (DT 849102)

**Workaround:** Verify that you set up TCP logging correctly.

The BlackBerry MDS Connection Service does not write any information to its log file indicating whether a push was successful or not. (DT 819201)

When the BlackBerry MDS Connection Service attempts to push data to a device that is running BlackBerry 6 and does not have connectivity turned on, the BlackBerry MDS Connection Service writes a null pointer exception to its log file. (DT 809140)

If a device is connected to a Wi-Fi® network only (mobile network is turned off) and the user browses to a PDF file, the user cannot save the PDF file and the PDF file opens as a blank page. This issue is because the device tries to use a browser transport that uses the BlackBerry Enterprise Server if direct Wi-Fi transport does not work. (DT 809117)

When a user browses to a file using the Files application, and the device specifies an Accept header but the BlackBerry MDS Connection Service cannot identify the MIME content type, the HTTP handler can forward the content to the device, but the DFTP handler cannot and returns status code 406. (DT 807485)

The BlackBerry MDS Connection Service writes low-level messages to the Windows Event Log™ which might fill the Windows Event Log. (DT 805879)

When a user uses the Files application to open a Microsoft® Word document that contains Japanese characters and that is located on a shared network drive, BlackBerry MDS Connection Service does not transcode the information as expected and the device does not display Japanese characters correctly. (DT 711282)

Users cannot use the Files application to open an RTF document that is located on a shared network drive. (DT 693659)

If a URL includes escaped Unicode characters (for example, %u00), the BlackBerry MDS Connection Service attempts to convert the URL and the device displays an Invalid Authority error message. (DT 606970)

When the BlackBerry MDS Connection Service downloads an attachment from a web server that uses HTTPS, the BlackBerry MDS Connection Service writes an IOCancelledException error message to its log file and cannot download the attachment. (DT 531836)

After you configure the BlackBerry MDS Connection Service to support Microsoft® Active Directory® authentication, if the user's user name or password includes a space, authentication does not complete successfully when a user searches for files from a shared location. (DT 490943)

**Workaround:** Perform one of the following actions:

- Remove the space in the user's user name.
- Create a Windows group policy that does not permit spaces within a password.

If you configure a proxy server and a user receives an HTTP 400 error when the user accesses an HTTPS Intranet site, the user receives an HTTP 400 error for each site the user browses to afterwards. (DT 450427)

**Workaround:** Restart the BlackBerry MDS Connection Service.

When a user browses to web sites that contain Microsoft® PowerPoint® presentations, the browser on the device might not display slides correctly. (DT 349191)

**Workaround:** On the computer that hosts the BlackBerry MDS Connection Service, in C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\Servers\instance\config, in the rimpublish.property file, add the following property: AsClientConfig.ChunkSizeKBytes=1024.

If you import a self-signed certificate into the proxy server keystore, users cannot install an application that the BlackBerry MDS Connection Service accesses using HTTPS as the secure status of the certificate is not maintained. The users see an HTTP 500 error on the device. (DT 344187)

**Workaround:** Use certificates that certification authorities sign.

## BlackBerry Messaging Agent known issues

When a BlackBerry® device user switches to another BlackBerry device, email prepopulation might start before the activation process completes. (DT 1267967)

If public folders are updated while a device is out-of-coverage, the BlackBerry® Enterprise Server repeatedly tries to synchronize the changes, which can cause a performance issue. (DT 1251446)

If a user creates a folder on a device and files message on the device, the BlackBerry Enterprise Server continuously logs that it could not find the folder ID for the entry ID during the message moved rescan. The same type of behavior happens if a folder is deleted from the device and there were filed messages to that folder. (DT 1198758)

When receiving a missed conversation or missed call messages for Microsoft® Office Communications Server 2007 which is delivered to Microsoft® Outlook®, the same message is not delivered to the recipient's device. (DT 1161394)

When moving user mailboxes to another Microsoft® Exchange server, BlackBerry Messaging Agent instances might be assigned more user accounts than the maximum permitted, which might cause performance issues. (DT 1158615)

**Workaround:** Restart the BlackBerry Controller or BlackBerry Dispatcher services.

When the BlackBerry Enterprise Server rescans all contact folders, it opens two MAPI calls for each public folder and can cause a performance issue. The BlackBerry Enterprise Server rescans all contact folders every 20 minutes. (DT 1147411)

When the BlackBerry Enterprise Server is synchronizing a lot of folders over the network, the Microsoft Exchange servers do not perform as expected. (DT 1141515)

If the BlackBerry Enterprise Server cannot determine who the sender is of an email message, it does not write any error messages to the log files. (DT 1101865)

If a user adds a contact from a vCard® attachment that has a last name but no first name, the device stores the last name in the first name field. (DT 1055796)

If you add a user account to the BlackBerry Enterprise Server but do not activate the device, the BlackBerry Enterprise Server performs unnecessary actions on the user account (for example, queuing changes to calendar entries). (DT 1043002)

When performing a user lookup using a BlackBerry device, the **Note** field will be populated differently based on whether you configure the BlackBerry Enterprise Server to use LDAP or MAPI to connect to Microsoft® Active Directory®. For example, if the user account populates both the **Description** field on the **General** tab and the **Notes** field on the **Telephones** tab, a BlackBerry Enterprise Server configured to use the MAPI protocol will return the value entered into the **Description** field; a lookup using LDAP will return the value entered in the **Notes** field. (DT 1014980)

When a BlackBerry device user views an email message that is formatted in badly formed HTML, the email message might be truncated. (DT 1007016)

If you configure the BlackBerry Enterprise Server to use LDAP to connect to Microsoft Active Directory directly, if a BlackBerry device user specifies a **Home2** phone number, the number will appear twice on the user's device in both the **Home2** and **Other** fields. (DT 1006092)

When performing a user lookup using a device, fields in the user search results might appear blank if the user account has multiple values entered for a field. For example, if the user account has multiple home phone numbers, the search results will not display the user's home phone number. (DT 1005903, DT 1002292)

The **Handheldcleanup -u** command lists all user accounts instead of isolating the user accounts that have a modified server domain name. (DT 995308)

In some circumstances, if the Junk-Email folder is selected for redirection on a device, and the **Hide Files Messages** option is set to **Yes**, email messages are displayed in the Messages folder instead of being hidden. (DT 962661)

If a user is associated with a BlackBerry Enterprise Server that is configured to use LDAP ALP search and performs a remote search for another user from the device, the user cannot view the display name that is associated with the Remote Lookup search results. (DT 916520)

The **Notes** field for contacts in the Public Folders Database in Microsoft® Exchange Server 2010 does not synchronize with the device. The BlackBerry Enterprise Server displays the "8007000e - MAPI\_E\_NOT\_ENOUGH\_MEMORY" error message in the **Notes** field. (DT 854487)

When you send a message from a device to a user in the same mail domain, some lines in a long signature might be appended to each other when the message is viewed in Microsoft Outlook. (DT 839591)

When you compose an email message on a device with the Hebrew language pack installed, if you select Hebrew as the language and start typing your message, then you change the language to English and type some text, and then you change the language back to Hebrew to type more text and send the email, in Microsoft Outlook the Hebrew character set changes to display from left to right instead of how it was entered from right to left. (DT 765816)

If you move user accounts from one Microsoft Exchange Server to another, and fail over a BlackBerry Enterprise Server pair, the new primary BlackBerry Enterprise Server does not start the user account. (DT 757160)

**Workaround:** Restart the BlackBerry Messaging Agent.

If you move user accounts from one Microsoft Exchange Server to another, and fail over a BlackBerry Enterprise Server pair, the new standby BlackBerry Enterprise Server continues to check the health of the Microsoft Exchange Server that you moved user accounts from, even though no user accounts exist any longer on that Microsoft Exchange Server. (DT 757158)

If a user sends a vCard that includes a picture as an attachment to an email message, the device does not receive the attached vCard. (DT 751035)

The BlackBerry Messaging Agent log file does not always clearly indicate the issue. For example, the message "MAPIMailbox::RIMAttachtoMAPIAttach - OpenProperty (0x80004005) failed" can occur in the log file for various reasons, but it is not always clear what the reason is. (DT 742344)

If you add and activate a user account on one BlackBerry Domain and then add the same user account to a second BlackBerry Domain without removing it from the first BlackBerry Domain, the second BlackBerry Domain starts the user account and changes the service books on the device. (DT 730081)

**Workaround:** Always remove user accounts from one BlackBerry Domain before adding them to another BlackBerry Domain.

After the address book lookup process notices a change to a user account, the process does not stop the user accounts and restart them. (DT 698964)

If you move the Windows® account that the BlackBerry Enterprise Server is using to connect to the Microsoft Exchange Server to another Microsoft Exchange Server, after some time, the health checks that the BlackBerry Enterprise Server completes start failing and the BlackBerry Enterprise Server continually restarts user accounts on the Microsoft Exchange Server that the Windows account was moved from. This can impact the flow of messages and calendar synchronization for the user accounts. (DT 686243)

**Workaround:** Restart the BlackBerry Messaging Agent.

If a user sends a large inline animated GIF (for example, 100KB or larger) in an HTML message, the BlackBerry Enterprise Server does not process the image and it does not display on the device. (DT 675818)

In rare circumstances, threads in a BlackBerry Messaging Agent might hang due to a thread waiting on BESAgent\_pool\_mutex within BMSI\_SharedMem. (DT 660679)

When a user searches for contact information on a device, the device does not display the results in alphabetical order if the sort order is determined by the first name. (DT 645112)

If a user opens a vCard attachment that uses the Shift-JIS character set on the device, the QUOTED-PRINTABLE information does not display correctly. (DT 640539)

If a user sends an email message from the device to a contact whose display name contains Korean characters, the contact name appears as the alias instead of the display name in the Sent Items folder. (DT 566821)

If a user deletes an email address for a contact with multiple email addresses and then adds the email address for the contact again later, one of the contact's other email addresses might be deleted on the device. (DT 562443)

When a user whose account is on a BlackBerry Enterprise Server account receives a vCard in Japanese from a user who has a BlackBerry® Internet Service account, the vCard contains incorrect characters and is unreadable. (DT 543428)

When a user files an email message into a folder in Microsoft Outlook when the device is turned off, when they turn on the device the message that they filed appears in the Inbox on the device. (DT 522100)

In an environment that includes MAPI and CDO 6.5.8147.0, the BlackBerry Messaging Agent and the BlackBerry Mail Store Service intermittently write memory dumps to their log files and the BlackBerry Mail Store Service also writes access control violations to its log file. (DT 518228, DT 396427)

**Workaround:** Choose one of the following options:

- If your organization is not using Microsoft Exchange 2010, downgrade to MAPI and CDO 6.5.8131.0.
- Wait for the pending fix from Microsoft.

When you run the IEMSTest.exe file and you receive an "Unable to find user in AD" error message, you may also receive a "No Send As permission" error message. (DT 498584)

**Workaround:** You can ignore the "No Send As permission" error message.

In certain circumstances, when a user uses a device to send email messages that contain HTML and rich content, the email messages do not display on the recipients' devices. (DT 403549)

If a user has a large number of folders in Microsoft Outlook (for example, 1000 folders) and you activate the user account, the BlackBerry Messaging Agent sends a packet to the BlackBerry Dispatcher that is too large. The BlackBerry Dispatcher rejects the packet and the folders are not synchronized correctly with the device. (DT 403353)

**Workaround:** Change the MaxUncompDataSizeBytes registry key in HKEY\_LOCAL\_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Dispatcher\ to a large value. Note that in certain circumstances, this workaround might not address this issue.

The BlackBerry Messaging Agent does not send messages that include .vcf file attachments that are larger than 127 KB to a device. (DT 306156)

**Workaround:**

1. Click **Start > Run**.
2. Type **regedit**.
3. Perform one of the following actions:
  - If you are running a 32-bit version of Windows, navigate to HKEY\_LOCAL\_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Dispatcher.
  - If you are running a 64-bit version of Windows, navigate to HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server\Dispatcher.
4. Create a DWORD key named **MaxUncompDataSizeBytes**.
5. Change the value of the key to the maximum size, in bytes, of .vcf file attachments that you want the BlackBerry Messaging Agent to send to a device. The default value is 130048 bytes (127 KB).
6. Restart the BlackBerry Dispatcher service.

## BlackBerry Monitoring Service known issues

After a BlackBerry® Enterprise Server pair fails over, the BlackBerry Monitoring Service stops updating user counters for the BlackBerry Synchronization Service. (DT 1138760)

**Workaround:** Restart BlackBerry Monitoring Service.

If the BlackBerry® Monitoring Service database includes tables with NULL values, the BlackBerry Threshold Analysis Tool cannot run. (DT 1103114)

If you set the Regional and Language settings on the computer to German (Austria), the BlackBerry Threshold Analysis Tool cannot run. (DT 1094072)

You cannot monitor the BlackBerry® Enterprise Server using SNMPc. (DT 1061857)

The BlackBerry Monitoring Service adds duplicate entries to the BlackBerry Monitoring Service database until the size limit is reached, which can cause the BlackBerry Monitoring Service to stop responding. (DT 1040956)

If you uncheck the **Create daily log folder** option in the BlackBerry Configuration Panel, the BlackBerry Monitoring Service writes each log line in a separate file. (DT 1032103)

If a threshold is triggered before or during a failover event, the alarms are not removed from the alarm panel after the failover event. (DT 1019154)

**Workaround:** Restart the BlackBerry Monitoring Service.

Alarms are not removed from the alarm panel after a user threshold is passed. (DT 1016300)

**Workaround:** Restart the BlackBerry Monitoring Service.

In the BlackBerry Monitoring Service, when you view the **Messages pending** field for several BlackBerry Messaging Agent instances, the field displays the same number of messages pending for all instances. (DT 1012768)

You cannot complete the diagnostic test using the BlackBerry device dashboard on a device that is running BlackBerry® 6. (DT 990885)

In an environment that includes multiple instances of the BlackBerry Messaging Agent, in certain circumstances the SNMP service does not report the correct hung thread count, so the hung thread count that the BlackBerry Monitoring Service displays is not accurate. (DT 972469)

If you add an email address or PIN address to the BlackBerry Monitoring Service notifications list while the SNMP service is not available, when you check **Notifications > Manage addresses** in the BlackBerry Monitoring Service console, the email address or PIN address displays ( ). (DT 905668)

When you use the BlackBerry Monitoring Service in a Latin-based language and test the configuration settings for servers that the BlackBerry Monitoring Service uses SNMP to monitor, the BlackBerry Monitoring Service displays an exception error. (DT 887617)

**Workaround:**

1. Change the language for the BlackBerry Monitoring Service to English and log in.
2. Log out of the BlackBerry Monitoring Service.
3. Change the language back to the original language and log in.

In the BlackBerry Monitoring Service, when you create a custom BlackBerry Attachment Service report in a Latin-based language and add report columns, the names of the report columns change to English, the report column field clears, and the generate report request fails. (DT 887607, DT 887596)

**Workaround:**

1. Change the language for the BlackBerry Monitoring Service to English and log in.

2. Log out of the BlackBerry Monitoring Service.
3. Change the language back to the original language and log in.

In the BlackBerry Monitoring Service, when you create a custom report in a Latin-based language, all of the report types in the Select report type drop-down list appear in English except for BlackBerry Attachment Service. Also, if you click a report type other than Attachment Type and then click the Select report type drop-down list, Attachment Type appears in English. (DT 887593)

If you change the name of the BlackBerry Administration Service pool, the BlackBerry Monitoring Service does not display the new name. (DT 753182)

**Workaround:** Reinstall the BlackBerry Monitoring Service.

If email addresses include special characters, when you try to create a contact using that email address, the BlackBerry Monitoring Service displays a system error and logs you out. The BlackBerry Monitoring Service Polling Engine service also stops. (DT 632907)

The BlackBerry device dashboard displays all timestamps in UTC time, not in the timezone that the device uses. (DT 629272)

After the BlackBerry Enterprise Server fails over, when you access the BlackBerry Monitoring Service console, you do not see the login page and cannot log in. The BlackBerry Monitoring Service writes the following error message to its log file: "com.rim.bes.bas.web.common.CommonExceptionPresenter] [WARN] [BBAS-2007] {unknown} Caught unknown exception" (DT 626752)

**Workaround:** Restart the BlackBerry Monitoring Service.

You cannot remove preconfigured threshold rules. If you try to delete them, they are automatically recreated. (DT 619039)

**Workaround:** Disable the rule instead.

When you try to turn off monitoring for a non-SNMP server, the BlackBerry Monitoring Service can display the "Request not completed" error message, even though it does turn off monitoring. This issue is intermittent. (DT 614951)

If you press the F5 key or click the Refresh button to refresh the BlackBerry Monitoring Service, the BlackBerry Monitoring Service writes an error message to its log file and logs you out. This issue applies to all pages except the home page. (DT 600023)

A .pdf file created from a quick report does not display Japanese user names correctly if the BlackBerry Monitoring Service console is in English when you create the .pdf file. (DT 596673)

When the list of messages for a monitored BlackBerry Dispatcher exceeds one page, the BlackBerry Monitoring Service displays the first page as a blank page. (DT 566030)

When you restart the BlackBerry Monitoring Service, a dialog box displays with the message "WMI Performance Adapter Service encountered a problem and needed to close". This is caused by an internal error. (DT 542948)

The BlackBerry Monitoring Service and the BlackBerry MDS Connection Service both use port number 8443 when the BlackBerry MDS Connection Service is configured to permit push applications to open trusted and untrusted connections. (DT 531776)

**Workaround:** Change one of the services to use another port number.

When you use a Safari browser, in the **User details** page, some tabs are truncated and do not display correctly. (DT 509761)

When generating a report, the BlackBerry Monitoring Service might miss events and not perform as expected. For example, if the BlackBerry Enterprise Server services stop while the BlackBerry Monitoring Service is generating a report for 1800 users, this issue might occur. (DT 491944)

When you add a thresholds rule (for example, a pending messages rule) to 2000 user accounts at one time, the BlackBerry Monitoring Service console no longer responds as expected and the application server for the BlackBerry Monitoring Service increases its CPU usage. (DT 455310)

If you delete a threshold for a user account or component data item that is in an alarm state, the alarm clears but a pass notification is not sent. As a result, an incorrect Fail message displays for a data item that is no longer in a failed state. (DT 440939, SDR 280608)

When you perform a ping test from the BlackBerry Monitoring Service console for a BlackBerry device that is connected to the BlackBerry Enterprise Server using a Wi-Fi® connection, the ping test fails. (DT 440928, SDR 291862)

If you turn off support for 8.3 file paths on the computer (by setting the HKLM\SYSTEM\CurrentControlSet\Control\FileSystem\NtfsDisable8dot3NameCreation registry key to 1), when you install the BlackBerry Monitoring Service, the web.keystore is not created. (DT 394681)

**Workaround:**

1. Configure the computer to support 8.3 file paths.
2. At a command prompt, run the following command: "C:\Program Files\Research In Motion\BlackBerry Enterprise Server\Monitoring Service\bin\webGenKey.bat" C:\PROGRA~1\Java\jdk1.6.0\_15 C:\PROGRA~1\Research In Motion\BlackBerry Enterprise Server\Monitoring Service\besbms <FQDN\_BMS\_computer>.

In certain circumstances, SMS notification messages are not sent to users' BlackBerry devices due to a large number of error messages written in the BlackBerry Monitoring Service log file. (DT 339753)

After you configure a user time-based threshold, the BlackBerry Monitoring Service writes error messages to the BBMS-DCS log file. (DT 317931)

In certain circumstances, an HTTP 500 error message is displayed when you try to log in to the BlackBerry Monitoring Service. (DT 315939)

**Workaround:** Remove the bas-config.properties file from the root directory.

When a user logs in to the BlackBerry device dashboard and the BlackBerry device is in a different time zone from the BlackBerry Monitoring Service, the start and end date of the certificate do not match and the user cannot connect to the BlackBerry Monitoring Service. (DT 132363)

In certain circumstances, a time-based component threshold triggers immediately after you set the threshold. (SDR 298777)

In certain circumstances, the BlackBerry Monitoring Service does not run a diagnostic test after the BlackBerry Configuration Database fails over. (SDR 294753)

An exception error displays when a user with only the View BlackBerry Monitoring Service information permission searches for user accounts. (SDR 286133)

## BlackBerry Policy Service known issues

If the BlackBerry® Policy Service needs to synchronize many IT policies and service books, it might cause an SQL timeout and constantly resend the same requests to the device. (DT 1097147)

The BlackBerry Policy Service logs "Skip processing as a check is already in progress" as a warning message, though it is an informational message. (DT 1093070)

In certain circumstances, the BlackBerry Policy Service stops responding because of a null pointer error. (DT 1014472, DT 1006866)

**Workaround:** Restart the BlackBerry Policy Service.

If the BlackBerry Policy Service cannot connect to the BlackBerry Configuration Database, it crashes. (DT 850530)

For newer BlackBerry devices (for example, BlackBerry® Storm™ 9530 smartphones), you cannot push applications and the BlackBerry Policy Service includes the following error message in its log file "Device info for hardwareID 0x7001504 could not be found." This error occurs because the hardware IDs for newer devices do not include a 0, as expected. (DT 785193)

**Workaround:** Update the vendor.xml and device.xml files to include a duplicate section for new devices and change the hardware IDs to not include a leading 0. For example, for BlackBerry Storm 9530 devices, ensure the files include both the 0x700150 and 0x0700150 IDs.

When you change which IT policy is associated with a user account, the BlackBerry Policy Service removes owner information. (DT 759142)

When you move a user account, the BlackBerry Policy Service writes misleading messages to its log file. For example, "No rows found to update." and "DATA = "PendingSBBlob". The BlackBerry Policy Service does not wait for the user information to be updated in the ITPolicyStatus table in the BlackBerry Configuration Database. (DT 600132)

If you change the SRP ID to an invalid ID and then change the SRP ID again to a valid ID, the BlackBerry Policy Service does not send the valid ID to the device and the device only receives the invalid ID. (DT 598250)

The BlackBerry® Enterprise Server returns out-of-office messages when a user sends a duress message from a BlackBerry device. (DT 263970)

## BlackBerry Router known issues

If the BlackBerry® Router cannot make an SRP connection because it cannot open a port, the BlackBerry Router writes the error message "EVENTMSG="No one ready to listen" to the log file in an excessive manner. (DT 1053544)

**Workaround:** Reset the logging level of the BlackBerry Router.

If too many log files exist on the computer that hosts the BlackBerry Router, when you restart the computer, the BlackBerry Router does not start automatically. (DT 834770)

**Workaround:** Remove older log files from the computer and start the BlackBerry Router manually.

The BlackBerry Router writes the following log message to its log file, but there is insufficient information about the MaxServiceQueueSize registry key: "Pausing service receiver. Maximum relay session send queue size exceeded. Service: S47613137. Current relay send queue size: 18268. Max relay send queue size: 10240. To change the maximum queue size limit set the following DWORD value in the registry: HKEY\_LOCAL\_MACHINE\SOFTWARE\Research In Motion\BlackberryRouter\MaxServiceQueueSize=[New Limit MB]". (DT 612937)

If you change the **SRP Host Port (Outbound)** value in the BlackBerry Configuration Panel and restart the BlackBerry Router, the BlackBerry Router starts using the port you configured rather than the default port (3101). (DT 541717)

**Workaround:**

1. Open the BlackBerry Configuration Panel.
2. Verify the SRP address and SRP host port information.
3. Change the **BlackBerry Service Connection Port** to another port number (for example, 3105) and click **Apply**.
4. Change the **BlackBerry Service Connection Port** back to 3101 and click **Apply**.

5. Restart the BlackBerry Router.

## BlackBerry Synchronization Service known issues

After upgrading from BlackBerry® Enterprise Server 5.0 SP1 MR2 to BlackBerry Enterprise Server 5.0 SP2 MR1, if a BlackBerry device encounters a problem receiving data from the BlackBerry Synchronization Service, the device might not retry after receiving **ERROR\_RETRY\_OPERATION**. (DT 1008511)

In certain circumstances the throttling code schedules more slow synchronization requests than expected, which might increase the CPU usage on the computer that the BlackBerry Synchronization Service is installed on. (DT 1008489)

In certain circumstances, when backing up PIN messages for a particular user account, the BlackBerry Synchronization Service stops responding. (DT 796168)

## BlackBerry Web Desktop Manager known issues

When a BlackBerry® device user uses BlackBerry® Web Desktop Manager to switch to another BlackBerry device, when BlackBerry Web Desktop Manager requests that the user connect the old device to back up their data but the user does not connect the old device, the user can still continue with the switch device process. As a result, BlackBerry Web Desktop Manager tries to back up the data that is on the new device and activates the new device even though it has not restored the data from the old device. (DT 605246)

## Logging known issues

The BlackBerry® Enterprise Server does not log the long term Entry ID for notifications. (DT 1178187)

The BlackBerry Messaging Agent logs RESCAN\_ST\_CHANGES messages instead of RELOAD\_FOLDERS messages in its log file for busy worker threads. (DT 1156492)

If you activate a BlackBerry device with the Middle East language pack on BlackBerry Enterprise Server 5.0 SP2 or later, change the input language on the device to Arabic, and turn on logging for BlackBerry® Messenger using an IT policy rule in the BlackBerry Administration Service (set the Disable BlackBerry Messenger Wireless Synchronization IT policy rule from the PIM Synchronization policy group to No), when you send a message in Arabic to another device using BlackBerry Messenger, the log displays the Arabic characters as question marks in the message. (DT 1014073)

When the BlackBerry Enterprise Server crashes, the BlackBerry Messaging Agent writes an empty stack trace to its log file. (DT 771491)

SMS log files truncate the first two characters from email addresses in the **To** field. (DT 711626)

If you specify a deletion date for static agent logs in the MAGT log, the search criteria used to remove old log files only searches for log files with an instance number of two digits but the static agent IDs have an instance number of three digits. Therefore the search is not successful and the static agent logs are not deleted. (DT 606891)

The setting that you configure for **Debug Log Maximum Daily File Age** in the BlackBerry Administration Service does not affect static agent logs in the MAGT log. You must manually delete the static agent logs in the MAGT log. (DT 606849)

If you trigger a stack trace for the BlackBerry Messaging Agent on a 64-bit Windows Server® using a 32-bit application, the stack information does not include the threading context. (DT 597288)

In BlackBerry Enterprise Server 4.1 SP7 and 5.0 SP1 log files, the warning "Ensure that IPv6 is disabled on the Microsoft® Exchange Server or configure the BlackBerry Enterprise Server to use the closest global catalog server" is misleading. (DT 514844)

In rare circumstances, the BlackBerry Enterprise Server logs show that BlackBerry devices are out of coverage when the devices are in coverage. (DT 468720)

The location of each user's Tasks should be listed as each user's mail file in the BlackBerry Messaging Agent log file, but instead the location is blank in the BlackBerry Messaging Agent log file. (DT 401077, SDR 301360)

You cannot configure the logging for the BlackBerry Mail Store Service. (DT 235409)

The log files for the BlackBerry Mail Store Service are automatically deleted after 14 days. (DT 231153)

**Workaround:** In the Windows® registry, change the DebugLogMaxDailyFileAge value for the BlackBerry Mail Store Service.

On a computer that hosts a BlackBerry Administration Service, the BlackBerry MDS Application Console might lock the log file for the BlackBerry MDS Application Console and the log file cannot be archived or removed. (DT 187802)

## Organizer data synchronization known issues

If you change the organizer data mapping at a global level, the BlackBerry® Enterprise Server no longer synchronizes contacts, memos, and tasks for user accounts that are already activated. (DT 1396390)

**Workaround:** Consider any of the following workarounds:

- For users who are experiencing this issue, instruct them to delete the Sync service book.
- Change organizer data mappings for specific users, but not at the global level.

If a user saves a draft PIN message but doesn't send it, the PIN log files write random user accounts in the TO, CC, and BCC fields. (DT 1053080)

If you set the owner name and information for a device, the BlackBerry Enterprise Server does not synchronize the information with the device. (DT 1039176)

If you configure a public folder to synchronize to a BlackBerry device, turn off synchronization, and then turn it on again, contacts are not synchronized. (DT 657834)

**Workaround:** Remove and re-add the Desktop service book on the device.

The BlackBerry Synchronization Service does not periodically check for a valid connection to the BlackBerry Configuration Database. This issue can cause organizer data synchronization to take longer than expected. (DT 613310)

A user account might not be deleted if the account has multiple outstanding jobs. In some circumstances, before the user account is deleted, a reconciliation processing event creates new jobs for this user account causing the deletion to fail. (DT 518631)

If a user creates a task using the BlackBerry device while the device is in a timezone that is different from the timezone for the BlackBerry Enterprise Server, the due date might not appear correctly in Microsoft® Outlook®. (DT 400854, SDR 287203)

If a user account in the address book has more than one email address associated with it, users can add the contact to their BlackBerry contact lists using each email address associated with the contact, resulting in more than one contact list entry for the contact. (SDR 279351)

**Workaround:** Add contacts to the contact list using Microsoft Outlook.

## Performance known issues

Performance Monitor (perfmon) does not display correct data for Mailbox Agents. (DT 1278131)

When you upgrade the BlackBerry® Enterprise Server from 5.0 SP1, the setup application does not register the performance counters for the BlackBerry Messaging Agent or BlackBerry Router. (DT 628488)

If you install the BlackBerry Enterprise Server on a 64-bit version of Windows Server® and you want to run Windows® Performance Monitor on a computer that does not host the BlackBerry Enterprise Server, you must run the 64-bit version of Windows Performance Monitor, uninstall the 32-bit counters on the BlackBerry Enterprise Server computer, and install the 64-bit counters. (DT 450279)

If you install the BlackBerry Enterprise Server on Windows Server 2003 (64-bit), you can see BlackBerry Server counters when you open the Performance Monitoring console using perfmon /wmi. The BlackBerry Server counters do not function as expected. (DT 339324)

**Workaround:**

1. Stop the BlackBerry Enterprise Server services.
2. Using Windows® Explorer, in the BlackBerry Enterprise Server installation package, navigate to tools\WMI\x64.
3. Copy the AgentPerfSession.dll file to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server.
4. Using Windows Explorer, in the BlackBerry Enterprise Server installation package, navigate to tools\WMI.
5. Copy the AAgentWMIPerf.mof file to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server.
6. At a command prompt, go to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server.
7. Type **regsvr32 AgentPerfSession.dll** and press ENTER to register the DLL.
8. Type **mofcomp.exe AgentWMIPerf.mof** and press ENTER.
9. Using Windows Explorer, in the BlackBerry Enterprise Server installation package, navigate to tools\WMI\x64.
10. Copy RouterPerfClient.dll and RouterPerfSession.dll to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server\BypassRouter.
11. At a command prompt, go to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server\BypassRouter.
12. Type **regsvr32 RouterPerfClient.dll** and press ENTER to register the DLL.
13. Type **regsvr32 RouterPerfSession.dll** and press ENTER to register the DLL.
14. Type **mofcomp.exe RouterSessionPerf.mof** and press ENTER.
15. Type **mofcomp.exe RouterClientPerf.mof** and press ENTER.
16. Restart the BlackBerry Enterprise Server services.

## Security known issues

After a BlackBerry® device user enrolls certificates successfully numerous times with a stand-alone CA, an enrollment process might fail while the device is waiting for an approved certificate, even though the certificate is approved. (DT 1140973)

After a user enrolls certificates successfully numerous times with an enterprise CA or stand-alone CA, an enrollment process might fail while the device is waiting for an approved certificate. (DT 1116098)

If you turn on the Disable Forwarding between Services IT policy rule, users cannot forward memos or tasks from their devices using their email accounts. (DT 1092691)

The description for the Generate Encrypted Backup Files IT policy rule does not indicate that it applies only to backups from devices that are activated on a BlackBerry® Enterprise Server. (DT 1074244)

If you set the **BlackBerry Device Software deployment managed by BlackBerry Administration Service** option to **Yes**, the BlackBerry Administration Service does not hide the Allow Wireless Security Updates IT policy rule, though it is no longer applicable. (DT 1056730)

The BlackBerry Enterprise Server does not forward .msg attachments in email messages that are signed, encrypted, or signed and encrypted using S/MIME. (DT 1056505)

In an environment that includes the PGP® Support Package for BlackBerry® smartphones, if a user forwards an HTML message with an inline image to the device that is signed and encrypted using PGP/MIME, the recipient cannot open the attachment. The device displays the attachment as an unknown attachment. (DT 1048997)

If you send the "Delete all device data and remove device" IT administration command and set a one hour delay, the BlackBerry Enterprise Server deletes the device PIN after the hour passes. However, if the user cancels the process to delete all device data, the device loses its connection with the BlackBerry Enterprise Server. (DT 1043425)

By default, the standard unlisted optional application control policy requires users to respond to a prompt each time they want to run the applications. (DT 1040480)

If you send the "Delete only the organization data and remove device" command to a BlackBerry device, the device does not send an acknowledgment to the BlackBerry Enterprise Server so that the BlackBerry Administration Service can delete the user account. (DT 1034973)

**Workaround:** Delete the user account manually.

If you send the "Delete all device data and remove device" command to a BlackBerry® Curve™ 9300, the device does not send an acknowledgment to the BlackBerry Enterprise Server so that the BlackBerry Administration Service can delete the user account. (DT 1034949)

**Workaround:** Delete the user account manually.

If you send the "Delete all device data and disable device" IT administration command before you upgrade, and the BlackBerry Enterprise Server receives an acknowledgment from the device that it has received the IT administration command after you upgrade the BlackBerry Enterprise Server, the BlackBerry Enterprise Server writes a NullPointerException error message to its log file. (DT 1027898)

If a device that does not support PGP encryption receives a PGP/MIME encrypted message, the device displays an out-dated message to the user indicating that PGP is not supported.

If a device that does not support PGP encryption receives a PGP/MIME signed message, the BlackBerry Enterprise Server extracts the plaintext information from the message and sends it without indicating that the message is PGP signed. This means that the device does not display the status message to the user indicating that PGP is not supported. (DT 1026959)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if a user sends a PGP partitioned encrypted message that includes Greek characters in the body from Microsoft® Outlook® to a recipient who is also a Microsoft Outlook user, the Greek characters are not displayed correctly on the recipient's device. (DT 1014751)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if a user sends a PGP partitioned signed message that includes Arabic characters in the body from Microsoft Outlook, the Arabic characters are not displayed correctly on the recipient's device. (DT 1014465)

When you configure the BlackBerry Enterprise Server to support certificate enrollment over the wireless network, the device might not complete the enrollment process successfully because of HTTP client timeouts. The BlackBerry MDS Connection Service log file includes the following message: "Exception at org.apache.commons.httpclient.MultiThreadedHttpConnectionManager.openConnection(MultiThreadedHttpConnectionManager.java:497". (DT 962708)

The descriptions for the BlackBerry App World™ policy rules incorrectly state that you must use BlackBerry® Device Software 5.0 or later. You can use BlackBerry Device Software 4.5 or later with BlackBerry App World 2.0. (DT 788440)

If a BlackBerry device user sends S/MIME encrypted email messages, the email messages are sent using the MS-TNEF MIME type instead of the X-PKCS7 MIME type. (DT 562356)

In an environment that includes the S/MIME Support Package for BlackBerry smartphones, when a user sends an encrypted, signed, or encrypted and signed message from the user's email application and adds a plaintext message attachment, the recipient's BlackBerry device displays the attachment as an unknown file. (DT 559298)

If you attempt to assign a BlackBerry device that has been deactivated with an IT administration command using the BlackBerry Administration Service, the BlackBerry Administration Service displays a message indicating the activation process is a success, when in fact the device is not activated. (DT 491663)

In an environment that includes the S/MIME Support Package for BlackBerry smartphones, if a user sends an encrypted message that includes the Euro symbol (€) from Microsoft Outlook 2003 SP2 or Microsoft Outlook Web Access, the BlackBerry device displays an error when it receives the message. (DT 403545)

**Workaround:** Configure users to use UTF-8 encoding in Microsoft Outlook.

If a user regenerates the encryption key on a BlackBerry device, and then pulls the battery a few seconds after receiving the "Encryption Verified" message, the BlackBerry Enterprise Server does not confirm with the device that the device received the KEY\_CONFIRM\_PROMOTE and messages are blocked at the firewall. (DT 402026)

**Workaround:** Generate the encryption key again.

When a user enrolls a certificate over the wireless network from an RSA® certification authority, the BlackBerry MDS Connection Service does not send the certificate request to the RSA certification authority if you configured the Distinguished Name Components IT policy rule. (DT 374481)

**Workaround:** Remove the information in the Distinguished Name Components IT policy rule and resend the IT policy to the BlackBerry device before trying again.

When a user copies a large file (for example, a 746 KB file) from a microSD card to a shared location, the device does not finish copying the file. (DT 315882)

You cannot change the password for the key store file that permits the BlackBerry Administration Service to open HTTPS connections. (DT 224771)

**Workaround:** To change the web.keystore password, you must run the setup application again on the computer that hosts the BlackBerry Administration Service. When you need to regenerate the web.keystore file after you change the BlackBerry Administration Service, you need to copy the web.keystore file to all BlackBerry Administration Service instances. You can also copy the registry value that contains the password to other BlackBerry Administration Service instances. The registry setting is HKEY\_CURRENT\_USER\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Administration Service\Key Store.

## Setup application known issues

If you install a second BlackBerry® Administration Service into a BlackBerry Administration Service pool that uses the default pool name (which is the FQDN of the computer that hosts the first BlackBerry Administration Service), the setup application does not provide you with the option of changing the pool name. (DT 1159278)

You cannot install a standby BlackBerry® Enterprise Server on a computer that already hosts a BlackBerry Administration Service. (DT 1123791)

**Workaround:** Uninstall the BlackBerry Administration Service before installing a standby BlackBerry Enterprise Server with BlackBerry Administration Service.

The setup application overwrites the MSI installation log file when you rerun it. (DT 1102412)

**Workaround:** Before rerunning the setup application, copy the MSI installation file.

The setup application indicates that services started successfully even though they might not have. (DT 1073106)

If you install the BlackBerry® Enterprise Server in Italian, the advertisements include some Spanish. (DT 1065265)

If you change the User name and Organization information when reinstalling or upgrading the BlackBerry Enterprise Server, the setup application does not record the change. (DT 1040901)

**Workaround:** After the setup application closes, manually edit the following registry settings:

- for a 32-bit version of Windows®: HKEY\_LOCAL\_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\OwnerInformation
- for a 64-bit version of Windows: HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Research In Motion\BlackBerry Enterprise Server\OwnerInformation

If you rerun a setup application, it will mistakenly show the BlackBerry Collaboration Service as installed if the following events occurred during the upgrade process:

- you select Microsoft® Lync™ Server 2010
- you click Next
- you go back to the Setup Options page to unselect the BlackBerry Collaboration Service
- you complete the upgrade process without the BlackBerry Collaboration Service (DT 1039504)

You cannot reinstall the BlackBerry Enterprise Server with the BlackBerry Administration Service on the same computer using the same BlackBerry Configuration Database. (DT 1030904)

**Workaround:**

1. Navigate to C:\Windows\System32\drivers\etc.
2. Open the hosts file in a text editor.
3. Create a new entry pointing to the IP address and the BlackBerry Administration Service pool name (for example, 123.123.2.1 newpoolname.domain.com).
4. Save and close the file.
5. At a command prompt, type **ipconfig /flushdns** to flush the local DNS cache.
6. Restart the installation process. During the installation process, use the new BlackBerry Administration Service pool name.
7. After the installation process completes, in the BlackBerry Configuration Panel, in the **Administration Service - High Availability** tab, change the pool name to the original pool name.
8. Click **Synchronize**.
9. Click **OK**.
10. Update the hosts file to use the original pool name.
11. Restart the BlackBerry Administration Service.

If you install a standby BlackBerry Enterprise Server with BlackBerry MDS Connection Service, map the BlackBerry MDS Connection Service to the primary BlackBerry Administration Service, and then run the setup application again on the standby BlackBerry Enterprise Server, the BlackBerry MDS Connection Service is remapped to the standby BlackBerry Enterprise Server. (DT 1024145)

**Workaround:** Use the BlackBerry Administration Service to remap the BlackBerry MDS Connection Service.

During the BlackBerry Enterprise Server 5.0 SP3 installation process, the text in the dialog box that prompts you to shut down services is incomplete in the German language. (DT 1015289)

If you install BlackBerry Enterprise Server 5.0 SP3 and you want to view the BlackBerry Configuration Panel, it might take a few minutes to open. (DT 1012449)

If you install the BlackBerry Administration Service on a computer that you already installed JRE™ 1.6.18 on, the BlackBerry Enterprise Server 5.0 SP3 installation process displays the "Error to writing to a database" error message when you click on "Start services" and you cannot start the BlackBerry Administration Service. (DT 1006683)

If you install BlackBerry Enterprise Server 5.0 SP3 and then you install the BlackBerry Attachment Service on a different computer in the BlackBerry Domain, the remote BlackBerry Attachment Service is missing the BlackBerry Controller instance and logging instance in the BlackBerry Administration Service. (DT 998837)

When you install the BlackBerry Enterprise Server software, if you set the DebugLogLevel registry key in HKEY\_LOCAL\_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Setup\ to six, the installation process changes the value of the DebugLogLevel registry key to four and the installation process does not produce the expected level of detail in the log files. (DT 992506)

The installation process might appear to stop responding for approximately one minute when installing a BlackBerry Router in the DMZ. Do not cancel the installation process; the process is working as designed. (DT 990609)

When installing the BlackBerry Enterprise Server, when you are entering the SRP and BlackBerry® Client Access License information, if you do not click the **Verify** button before clicking **OK**, you will be prompted to verify you have entered the correct SRP and CAL information. (DT 959420)

When installing the BlackBerry Enterprise Server in German, some buttons in the user interface appear in English. For example, when completing a step, the buttons Yes and No will be in English. (DT 946825)

If you installed or upgraded the BlackBerry Enterprise Server to version 5.0 SP2 or later, upgraded JDK® and JRE, and then upgrade the BlackBerry Enterprise Server, the setup application reinstalls the versions of JDK and JRE that existed on your system just after you installed BlackBerry Enterprise Server 5.0 SP2 or later. (DT 769397)

If the BlackBerry Enterprise Server uses an evaluation license key and you upgraded using an in-place upgrade process, the BlackBerry Administration Service does not permit you to log in. (DT 743460)

When you install the BlackBerry Enterprise Server and select German, the setup application does not display correct remaining disk space information. (DT 734056)

When you install a remote BlackBerry Monitoring Service, by default, the setup application selects the BlackBerry® Web Desktop Manager for installation as well. (DT 703612)

If you cancel an installation process at the Console addresses dialog box, you cannot use the same BlackBerry Configuration Database when you run the installation process again. (DT 648505)

The installation process cannot complete if the setup application cannot create the MAPI profile because it cannot find the domain controllers. (DT 642796)

**Workaround:** Before you run the setup application, use the BESProfile.exe tool and the –s command to create the MAPI profile.

If you install BlackBerry Administration Service in a BlackBerry Domain that includes an earlier version of BlackBerry Administration Service running on another computer, the setup application stops the services for the BlackBerry Administration Service, but does not automatically select BlackBerry Administration Service. This can leave your organization without a running BlackBerry Administration Service. (DT 636597)

**Workaround:** Select BlackBerry Administration Service manually.

You cannot remove the BlackBerry Administration Service when you run the setup application a second time. (DT 630701)

CE events are not formatted correctly in the Windows® Event Viewer. (DT 630448)

**Workaround:**

1. Click **Start > Run**.
2. Type **regedit**.
3. Navigate to **HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\EventLog\Application**.
4. Change the value of **BESCryptoKernel** to the correct path for the **CE.dll** file.
5. Restart the BlackBerry Enterprise Server.

If you configure a BlackBerry Enterprise Server to connect to a remote BlackBerry Collaboration Service, and then install a BlackBerry Collaboration Service with the BlackBerry Enterprise Server, the local BlackBerry Collaboration Service cannot start. (DT 617662)

**Workaround:** In the BlackBerry Administration Service, connect the BlackBerry Collaboration Service to the BlackBerry Enterprise Server.

If the BlackBerry Domain includes a primary BlackBerry Enterprise Server that is not part of a high availability pair, if you remove a BlackBerry Administration Service and run the setup application again, you cannot install a standby BlackBerry Enterprise Server. (DT 615520)

When you run the setup application for a second time and the setup application cannot connect to the BlackBerry Configuration Database, the setup application displays the "Error initializing system" error message and does not permit you to change the BlackBerry Configuration Database information. (DT 601826)

**Workaround:**

1. Click **Start > Run**.
2. Type **regedit**.
3. Perform one of the following actions:

- If you are running a 32-bit version of Windows, navigate to HKEY\_LOCAL\_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server.
- If you are running a 64-bit version of Windows, navigate to HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server.

4. Remove the **Database** key.

5. Perform one of the following actions:

- If you are running a 32-bit version of Windows, navigate to HKEY\_CURRENT\_USER\SOFTWARE\Research In Motion\BlackBerry Enterprise Server.
- If you are running a 64-bit version of Windows, navigate to HKEY\_CURRENT\_USER\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server.

6. Remove the **Database** key.

7. Restart the setup application.

If you use Japanese characters when specifying the name of the BlackBerry Enterprise Server, after the installation process completes, the BlackBerry Messaging Agent cannot initialize users and the BlackBerry Controller log file and the Windows Event Viewer include the "AnalyzeEntry: Bad entry received" error message. (DT 580230)

If the setup application cannot create the BlackBerry Monitoring Service database because you do not configure database permissions, the setup application stops responding. (DT 579856)

**Workaround:** Configure database permissions and try again.

In BlackBerry Enterprise Server 5.0 SP2 or SP3, you can find the BBSRPTool in C:\Program Files\Research In Motion\BlackBerry Enterprise Server. (DT 534090)

When you install a standby BlackBerry Enterprise Server, if you select BlackBerry Administration Service in the **Setup options** dialog box, you cannot cancel the selection. (DT 525015)

If you install a BlackBerry MDS Connection Service that supports multiple BlackBerry Enterprise Server instances, if the computer does not have sufficient virtual memory, the BlackBerry MDS Connection Service cannot start. In the JVM path, the -Xmx flag is set to 1024. (DT 520221)

**Workaround:** Change the maximum heap size from -Xmx1024M to -Xmx768M.

The setup application does not include the disk space requirements for third-party applications that it must install with the BlackBerry Enterprise Server in the **Setup options** dialog box when you install a BlackBerry Enterprise Server for the first time. (DT 493105)

**Workaround:** To determine the required disk space for all applications, proceed to the **Accounts and Folders** dialog box.

When you install or upgrade a BlackBerry Enterprise Server on a 64-bit operating system, a warning message might display in the **Preinstallation Checklist** dialog box about mismatched MDAC component versions. You can safely ignore this message. (DT 475776)

If you try to uninstall a BlackBerry Enterprise Server 5.0 and then reinstall the BlackBerry Enterprise Server on the same computer with a different BlackBerry Enterprise Server name and configure it to use the same database, an error message appears stating that the setup application found duplicate entries for the computer names in the BlackBerry Configuration Database and you cannot install the BlackBerry Enterprise Server. (DT 453844)

**Workaround:** You must use the BlackBerry Administration Service to remove the entries from the BlackBerry Enterprise Server instances that no longer exist in your organization's environment before you can continue with the upgrade process.

During disaster recovery, if you change the BlackBerry Configuration Database on a primary BlackBerry Enterprise Server to a new BlackBerry Configuration Database, and then try to change the BlackBerry Configuration Database on the standby BlackBerry Enterprise Server, the setup application cannot complete the installation of the standby BlackBerry Enterprise Server. (DT 427076)

**Workaround:** Uninstall the standby BlackBerry Enterprise Server from the computer and reinstall it.

When you reinstall a BlackBerry Collaboration Service, the setup application does not detect Microsoft® Office Communications Server 2007. (DT 426915)

You cannot run a BlackBerry Enterprise Server pair with different instant messaging servers configured for the primary and standby, but the setup application allows you to install the BlackBerry Enterprise Server instances with different instant messaging servers. (DT 426882, SDR 280876)

The setup application does not display an error message if there is a mismatch between ports selected by the Microsoft® SQL Server® and BlackBerry Enterprise Server in the following scenario:

- You install the Microsoft SQL Server with a static port and the SQL Browser running.
- You indicate that the Microsoft SQL Server is using a dynamic port during the BlackBerry Enterprise Server installation.
- You stop the SQL Browser. (DT 391897)

The setup application does not provide a notification that the Terminal Service Application mode is installed and that you cannot install the BlackBerry Enterprise Server. (DT 364214)

On certain dialog boxes in the setup application (for example, the **Administration Settings** dialog box), the setup application highlights **Back** as the default button rather than **Next**. (DT 330239)

When the setup application tries to install Microsoft SQL Server 2005 Express Edition on a computer that hosts an MSDE that includes an MSDE instance named "BlackBerry", the setup application stops responding. (DT 315437)

During the installation process, if you choose to install the BlackBerry Enterprise Server in a non-default location, the setup application cannot create the key store for the BlackBerry MDS Integration Service. (DT 313541)

**Workaround:**

1. Close the setup application.
2. Create the C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MD5\webserver path.
3. Restart the setup application.

If you install a standalone BlackBerry Router and do not connect to the BlackBerry Configuration Database, the setup application displays an empty **Console addresses** dialog box. (DT 263430)

In the setup application, in the **Database options** screen, the name for the **Use a Microsoft® SQL Server® database** option should be **Use an existing Microsoft SQL Server to host my database**. (DT 233462)

The default for the DebugLogMaxDailyFileAge logging registry key in HKEY\_LOCAL\_MACHINE\Software\Research In Motion\Blackberry Enterprise Server\Logging Info is 14 and therefore the BlackBerry Mail Store Service logs are automatically deleted after 14 days. This does not match the default of 0 for the other logging registry keys. (DT 231153)

**Workaround:** You can manually update the setting in the registry to 0.

When you install the BlackBerry Enterprise Server on a 64-bit operating system, if you specify a new location for the installation folder, the setup application prompts you to confirm the creation of the folder and then reverts to the default installation folder. (DT 218745, DT 890684)

**Workaround:** Specify the new location of the installation folder again.

The BlackBerry Collaboration Service does not start after you change the database for a BlackBerry Enterprise Server. (DT 126765)

## SNMP known issues

If SNMP for the BlackBerry® Monitoring Service is not set up correctly, the BlackBerry MDS Connection Service continuously writes the following error to its log file: <ERROR>:<LAYER = SCM, BMS: setConfigConfig failed rc=-1000>. (DT 891612)

**Workaround:** Consider any of the following actions:

- Verify that you set up SNMP for the BlackBerry Monitoring Service correctly.
- Remove SNMP trap information from the Windows® registry and restart the SNMP service.
- If you are not using SNMP, stop the SNMP service.

On the computer that hosts the BlackBerry® Enterprise Server, if you configure SNMP with a trap destination that does not resolve into an IP address, even if the BlackBerry Enterprise Server does not use the SNMP community, the BlackBerry Enterprise Server does not initialize the SNMP service. (DT 810353)

When you fail over the BlackBerry Configuration Database manually after you configure the BlackBerry Enterprise Server to support database mirroring, the BlackBerry Enterprise Server does not update the imDatabaseConnConfigPropertyconnParams, imDatabaseConnBaseConfigPropertyendB, mdscsDatabaseConnConfigPropertyconnParams, and mdscsDatabaseConnBaseConfigPropertyendB SNMP values. (DT 479075, DT 479074, DT 479073, DT 479070)

## Upgrade process known issues

After the upgrade process completes, you cannot configure message classifications without subject suffixes. (DT 1390787)

For mailboxes with Unicode display names that exceed 64 characters, after you upgrade from BlackBerry® Enterprise Server 4.1 SP6, the BlackBerry Enterprise Server logs "String or binary data would be truncated" error messages in the Windows Event log. (DT 1206845)

In certain circumstances, you cannot upgrade the BlackBerry Configuration Database from 4.1 SP7 to 5.0 SP3. The following errors appear in the database installer log file:

```
[CBESDBInstaller::executeRetryDDL] SQL Error COM Error 0x80040E2F - IDispatch error #3119 - Source: "Microsoft OLE DB Provider for SQL Server" - Description "Cannot insert the value NULL into column 'Serviceld', table 'DaveTest.dbo.BASServiceInstances'; column does not allow nulls. UPDATE fails." Native error = 515
[CBESDBInstaller::executeRetryDDL] SQL Error COM Error 0x80040E2F - IDispatch error #3119 - Source: "Microsoft OLE DB Provider for SQL Server" - Description "The statement has been terminated." Native error = 3621 (DT 1113715)
```

During the upgrade process, if the MSI fails you might see the following error message when you try to run the setup application again: "SQL query failed, see logs for more information". (DT 1094204)

### Workaround:

1. In the registry, set the HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server\Setup\Previous Version key to 5.0.0011.
2. Delete the ConfigAfterReboot and ConfigFirstRun keys from the registry.
3. Restart the setup application. At the **Components Selection** screen, uncheck BlackBerry MDS Integration Service.

If you upgrade from 5.0 SP1, software configurations that were set to Editable and Visible or Hidden are changed to Read-only and Visible. (DT 1073979)

**Workaround:** Reconfigure the software configurations after you complete the upgrade process.

If you are upgrading an environment that includes many users who can log in to the BlackBerry Administration Service using BlackBerry Enterprise Server authentication, the setup application might appear to have stopped responding in the **Installing the BlackBerry Enterprise Server files and required third-party applications** dialog box. The setup application is applying additional migration steps to these user accounts which can take some time. (DT 1045857)

If you are upgrading from BlackBerry Enterprise Server 5.0 SP1 or 5.0 SP2 using a different account than the account you installed with, the upgrade process might not be able to complete. The setup application writes the following message to the log file: "[CBESDBInstaller::executeRetryDDL] COM Error 0x80040E37 - IDispatch error #3127 - Source: "Microsoft OLE DB Provider for SQL Server" - Description "Cannot drop the table 'ServerConnectionVTemp', because it does not exist in the system catalog." Native error = 3701". (DT 1036048)

The upgrade process does not preserve the logging level that you set for the BlackBerry Attachment Service. (DT 1028329)

**Workaround:** In the BlackBerry Administration Service, reset the logging level after the upgrade process completes.

When performing an in-place upgrade from BlackBerry Enterprise Server 4.0 SP7 to BlackBerry Enterprise Server 5.0 SP3, the installation process fails and displays the "%s installation has failed" error message when you click on "Start services". (DT 1018750)

**Workaround:** Upgrade BlackBerry Enterprise Server 4.0 SP7 in stages, first to version 5.0 SP1 and then to version 5.0 SP3. If you already upgraded BlackBerry Enterprise Server 4.0 SP7 to version 5.0 SP3, you must uninstall the BlackBerry Enterprise Server software and reinstall BlackBerry Enterprise Server 5.0 SP3. After reinstalling, you must reconfigure any custom settings that you created in BlackBerry Enterprise Server 4.0 SP7 for the BlackBerry Attachment Service.

If you installed the BlackBerry Collaboration Service with BlackBerry Enterprise Server 5.0 SP2, when you upgrade to BlackBerry Enterprise Server 5.0 SP3 and select Microsoft® Office Communications Server 2007 R2 or Microsoft® Lync™ Server as the instant messaging server, the port numbers do not display the default values (5061 for TLS or 5060 for TCP, and 65061 for the listening port). (DT 1000050)

**Workaround:** You must type the port numbers to specify the instant messaging settings.

If you run a "Set no count on" SQL statement before you upgrade the BlackBerry Enterprise Server to 5.0 SP3, the upgrade fails when the installation is finalizing and an "Error writing to Database" message is displayed. (DT 992357)

If you attempt to upgrade the BlackBerry Enterprise Server from 4.1.x and the default size of the BlackBerry Monitoring Service database (BMSStore) is set to a value larger than 100 MB, the setup application cannot create the BlackBerry Monitoring Service database and the upgrade process fails. (DT 990052)

**Workaround:** You can change the default size of the BlackBerry Monitoring Service database to a value smaller than 100 MB or you can manually create the BlackBerry Monitoring Service database.

In some circumstances, the IBM® Lotus® Sametime® server name is not automatically prepopulated when upgrading to BlackBerry Enterprise Server 5.0 SP3. (DT 984685)

**Workaround:** Manually enter the Lotus Sametime server name.

When upgrading from BlackBerry Enterprise Server 4.1 SP7 to 5.0 SP3, if you switch the authentication type from SQL to Windows® authentication, the following error message is incorrectly displayed: "The Database <database\_name> does not currently exist. Would you like to create it?" (DT 978308)

**Workaround:** The setup application is confirming that you want to upgrade the database. Click **Next** to continue the installation process.

The BlackBerry Enterprise Server now stores passwords that the BlackBerry MDS Connection Service uses to connect to external servers in protected format in the BlackBerry Configuration Database. This change means that when you upgrade to BlackBerry Enterprise Server 5.0 SP3, the proxy credentials for the BlackBerry MDS Connection Service and BlackBerry Collaboration Service are lost. (DT 890282)

**Workaround:** Write down the proxy settings before you upgrade the BlackBerry Enterprise Server. After the upgrade process completes, restore the proxy settings.

When you upgrade the BlackBerry Enterprise Server, if you change the pool name for the BlackBerry Administration Service, the setup application should prompt you to log in to the computers in the BlackBerry Domain that host the BlackBerry Administration Service and synchronize the local property files and registry entries with the BlackBerry Configuration Database. (DT 853637)

**Workaround:**

1. On each computer in the BlackBerry Domain that hosts the BlackBerry Administration Service or BlackBerry Monitoring Service, open the BlackBerry Configuration Panel.
2. Click the **Administration Service - High Availability** tab.
3. Click **Synchronize**.

If you upgrade from BlackBerry® Enterprise Server 4.1 SP7 using an in-place upgrade process, BlackBerry devices running BlackBerry® Device Software 5.0 no longer receive data from the BlackBerry Synchronization Service and the BlackBerry Synchronization Service log file includes the following message: "[SYNC-UserControl] Configuration Channel data will not be sent until key is generated. [DisplayName:UserID]". (DT 833081, DT 821972)

**Workaround:** Perform one of the following actions:

- Instruct the user to delete the Sync service book from the device and resend the service book.
- Instruct the user to generate new encryption keys on the device.

For more information about this issue, visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read KB24264.

In some circumstances, if you upgrade to the latest JRE™, and then upgrade to the BlackBerry Enterprise Server 5.0 SP2, an earlier version of JRE is installed with the BlackBerry Enterprise Server software. (DT 769397)

If the BlackBerry Enterprise Server includes evaluation license keys and enterprise license keys, and you upgrade to version 5.0 SP2 or SP3, the setup application does not prompt you to fix this issue before starting the upgrade process. (DT 743460)

When you upgrade the BlackBerry Enterprise Server, the setup application does not upgrade the Microsoft® SQL Server® Native Client. (DT 732061)

**Workaround:** Manually install the latest version of the Microsoft SQL Server Native Client when upgrading from BlackBerry Enterprise Server 5.0.

If you upgrade from BlackBerry Enterprise Server 5.0 SP1, and you are upgrading the only BlackBerry Administration Service instance in the BlackBerry Domain, the setup application permits you to remove the BlackBerry Administration Service. This can leave your organization without a running BlackBerry Administration Service. (DT 637461)

If a BlackBerry Administration Service upgrade failed because of insufficient disk space and you reinstall it, the setup application completes successfully, but the value of the "JVM® Option Number 8" registry key is blank. (DT 622976)

**Workaround:** Add the registry key manually.

1. Click **Start > Run**.
2. Type **regedit**.
3. Navigate to **\HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\BAS-AS\Parameters**.
4. Change the value of **JVM Option Number 8** to -  
**Djboss.partition.name=RIM\_BES\_BAS\_HA\_#####\_BLACKBERRYNEW**.
5. Restart the BlackBerry Administration Service.

After you upgrade remote components from version 5.0 SP1, the BlackBerry Administration Service displays incorrect version information for BlackBerry Controller instances installed with remote components. (DT 617030)

When you upgrade the BlackBerry Enterprise Server from 4.1 SP7, the setup application prompts you for the SRP ID and SRP authentication key. (DT 614767)

**Workaround:** Type the SRP information and continue with the upgrade process. Duplicate errors might appear in the log file.

When you upgrade from BlackBerry Enterprise Server 4.1 SP7, when a user tries to back up device data using the BlackBerry® Web Desktop Manager, the BlackBerry Web Desktop Manager displays the "Request could not be completed." error message and does not permit the user to save. (DT 604518)

When you upgrade to BlackBerry Enterprise Server 5.0 SP3, the setup application does not preserve the logging level that you configure for the ASRV and ACNV log files in the BlackBerry Configuration Panel. (DT 600379)

**Workaround:** Use the BlackBerry Administration Service to configure the logging levels.

If during an upgrade process from BlackBerry Enterprise Server 5.0 SP1 you remove the local BlackBerry Attachment Service, and later reinstall the local BlackBerry Attachment Service but configure the BlackBerry Enterprise Server to use a remote BlackBerry Attachment Service, users cannot view attachments on devices. (DT 578530)

**Workaround:** Start the local BlackBerry Attachment Service.

When you upgrade the BlackBerry Enterprise Server without installing the BlackBerry database notification system, the dbo.GetHostName stored procedure is also installed in the BlackBerry Configuration Database, though it is not required. (DT 560408)

If you upgrade the BlackBerry Enterprise Server from version 5.0 and you give the account full permissions on the BlackBerry Configuration Database and only denydatawriter permissions on the BlackBerry Monitoring Service database, the setup application does not respond. (DT 506639)

**Workaround:** Close the setup application, correct the permissions on the account, and run the setup application again.

After you upgrade the BlackBerry Enterprise Server, the version numbers of the BlackBerry Enterprise Server components are not updated in the BlackBerry Administration Service until you start the BlackBerry Enterprise Server components. (DT 491613)

**Workaround:** Start all of the BlackBerry Enterprise Server components.

After you upgrade a BlackBerry Domain from version 4.1, the BlackBerry Administration Service may display one or more BlackBerry MDS Connection Service instances that do not exist. (DT 490746)

**Workaround:** Use the BlackBerry Administration Service to remove the BlackBerry MDS Connection Service instances that do not exist, if possible. Removing them by using the BlackBerry Administration Service is not always possible because the BlackBerry Administration Service may request that the software be removed first and this is not possible since the software does not exist.

During an upgrade, if you configure the BlackBerry Enterprise Server to use Microsoft® Office Communicator 2007 in the **Instant messaging settings** dialog box, the setup application displays the incorrect Microsoft® Office Live Communications Server 2005 (Office Communicator) in the **Summary** dialog box. (DT 427065)

If you uninstall BlackBerry Enterprise Server 4.1 or later and install BlackBerry Enterprise Server 5.0 or later on the same computer, the setup application finds software and registry keys for BlackBerry Enterprise Server 4.1 when it performs the BlackBerry Policy Service configuration validations and does not allow the upgrade process to proceed. (DT 427051)

**Workaround:** Reinstall BlackBerry Enterprise Server 4.1 SP6 and then upgrade to BlackBerry Enterprise Server 5.0.

If you upgrade a remote BlackBerry Monitoring Service from version 5.0, the URL of the BlackBerry® Web Desktop Manager in the last dialog box of the setup application contains the NetBIOS name instead of the FQDN. (DT 296369)

## Wireless calendar synchronization known issues

If a BlackBerry® device user creates a recurring appointment with the time duration set to 0, and then the user changes one of the instances on the BlackBerry device, the change is not synchronized to the email application and the device deletes the instance. (DT 1256362)

If a user creates a recurring meeting using Microsoft® Outlook® Web Access, the meeting is not synchronized to the device. (DT 1229655)

If the time zone on the device is set to GMT+10 Canberra, Sydney, and the BlackBerry® Enterprise Server uses CDO to connect to the calendars, when the user creates a recurring meeting on the device, the times on the device and email application might differ. (DT 1351936)

**Workaround:** Use the GMT+10 Hobart time zone on the device instead.

When using calendar web services in an environment that includes both Microsoft® Exchange 2007 and 2010, appointments might not synchronize to devices snf the log files might include the following message: "COM Exception: Code = 80131501 - Description = An internal server error occurred" (DT 1156803)

When a user creates a calendar appointment on a BlackBerry 9800 smartphone that includes Korean characters in the subject and location lines, after the device synchronizes the appointment with the BlackBerry Enterprise Server, the Korean characters show up incorrectly. (DT 1065593)

During calendar synchronization, if the BlackBerry Enterprise Server cannot determine the time zone for a calendar entry, the calendar synchronization process fails. (DT 1064478)

**Workaround:** Delete and recreate the calendar entry in Microsoft® Outlook® and run the calendar synchronization process again.

In some circumstances, if you disable wireless calendar updates and delete all calendar entries on a device using the BlackBerry® Web Desktop Manager, duplicate calendar entries might be created during a full synchronization process between the Microsoft Outlook calendar and on a device. (DT 995308)

**Workaround:** Manually delete the duplicate calendar entries in Microsoft Outlook Calendar and perform a second slow synchronization operation.

For certain BlackBerry® 6 devices, after a user receives a meeting invitation on a device, when the meeting organizer sends an update, the device displays the update as an email message and not as a calendar entry. (DT 891984)

If you configure the BlackBerry Enterprise Server to support Unicode characters, and a user receives a meeting invitation on a device, the meeting organizer's display name shows as the alias name. (DT 697329)

**Workaround:** Change the value of **createCDOPProfile** to **0** and restart the BlackBerry Enterprise Server services.

The BlackBerry Enterprise Server does not support the DST changes for Morocco or Pakistan. (DT 396380)

# Provide feedback

5

To provide feedback on this deliverable, visit [www.blackberry.com/docsfeedback](http://www.blackberry.com/docsfeedback).

# Legal notice

6

©2011 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, and related trademarks, names, and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world.

Cerience RepliGo is a trademark of Cerience Corporation. IBM, Lotus, and Sametime are trademarks of International Business Machines Corporation. Java, JavaScript, JDBC, JDK, JRE, and JVM are trademarks of Oracle America, Inc. JBoss is a trademark of Red Hat, Inc. Kerberos is a trademark of the Massachusetts Institute of Technology. Kingsoft is a trademark of Zhuhai Kingsoft Corporation. Microsoft, Active Directory, Excel, Hyper-V, Internet Explorer, Lync, Outlook, PowerPoint, SQL Server, Windows, Windows Event Log, and Windows Server are trademarks of Microsoft Corporation. Mozilla and Firefox are trademarks of Mozilla Foundation. PGP is a trademark of PGP Corporation. RSA is a trademark of RSA Security. Safari is a trademark of Apple Inc. vCard is a trademark of the Internet Mail Consortium. Wi-Fi is a trademark of the Wi-Fi Alliance. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available at [www.blackberry.com/go/docs](http://www.blackberry.com/go/docs) is provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by Research In Motion Limited and its affiliated companies ("RIM") and RIM assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect RIM proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of RIM technology in generalized terms. RIM reserves the right to periodically change information that is contained in this documentation; however, RIM makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party web sites (collectively the "Third Party Products and Services"). RIM does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by RIM of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABILITY QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE

DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL RIM BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH RIM PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF RIM PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF RIM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, RIM SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO RIM AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED RIM DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF RIM OR ANY AFFILIATES OF RIM HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with RIM's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with RIM's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by RIM and RIM assumes no liability

whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with RIM.

Certain features outlined in this documentation require a minimum version of BlackBerry® Enterprise Server, BlackBerry® Desktop Software, and/or BlackBerry® Device Software.

The terms of use of any RIM product or service are set out in a separate license or other agreement with RIM applicable thereto. **NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY RIM FOR PORTIONS OF ANY RIM PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.**

Certain features outlined in this documentation might require additional development or Third Party Products and Services for access to corporate applications.

Research In Motion Limited  
295 Phillip Street  
Waterloo, ON N2L 3W8  
Canada

Research In Motion UK Limited  
Centrum House  
36 Station Road  
Egham, Surrey TW20 9LF  
United Kingdom

Published in Canada